

The Trade Show
Goes On: How to
Attend One—p. 22

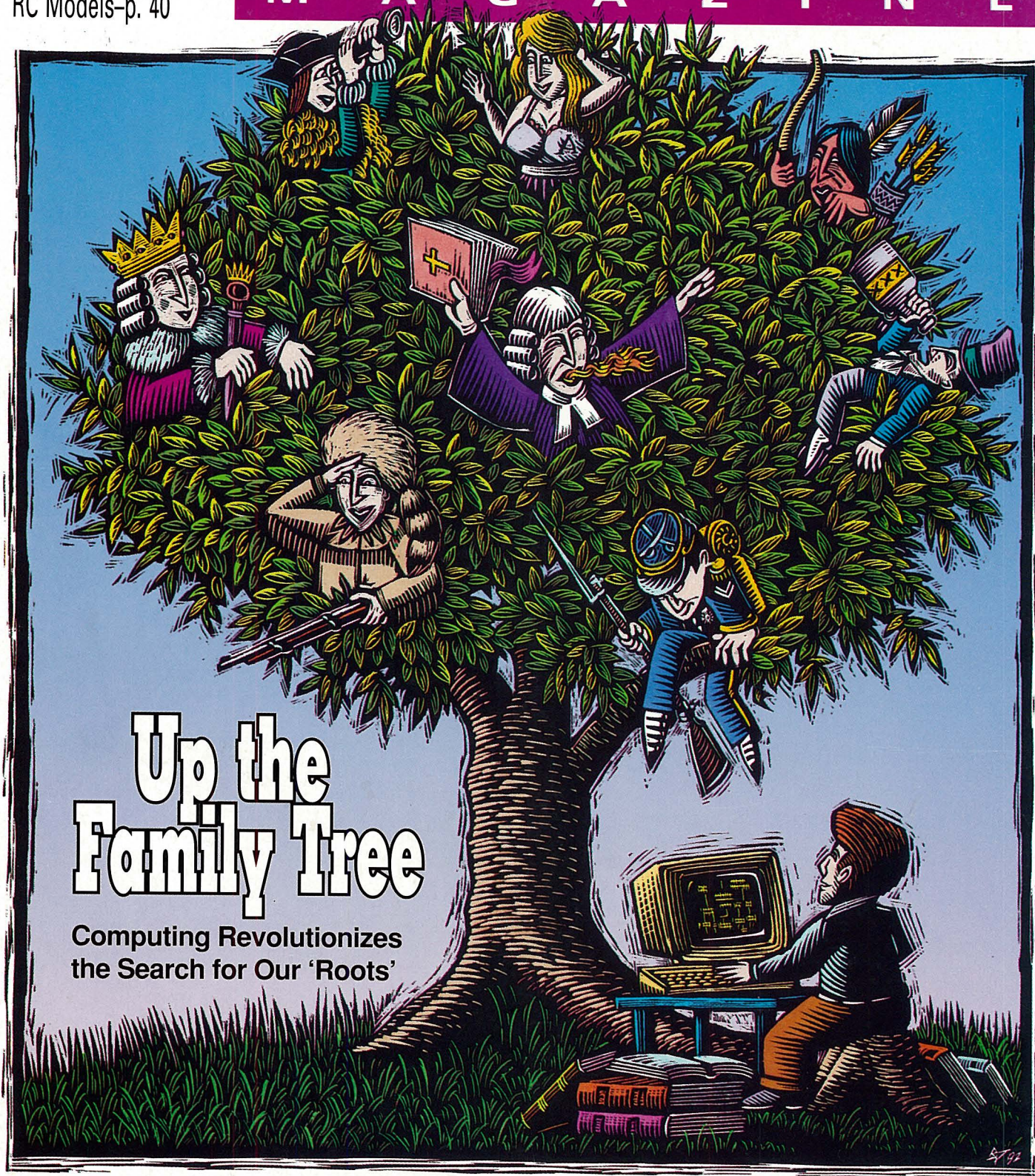
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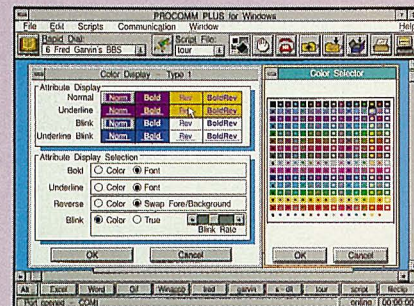
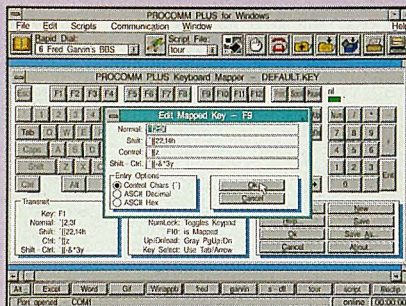


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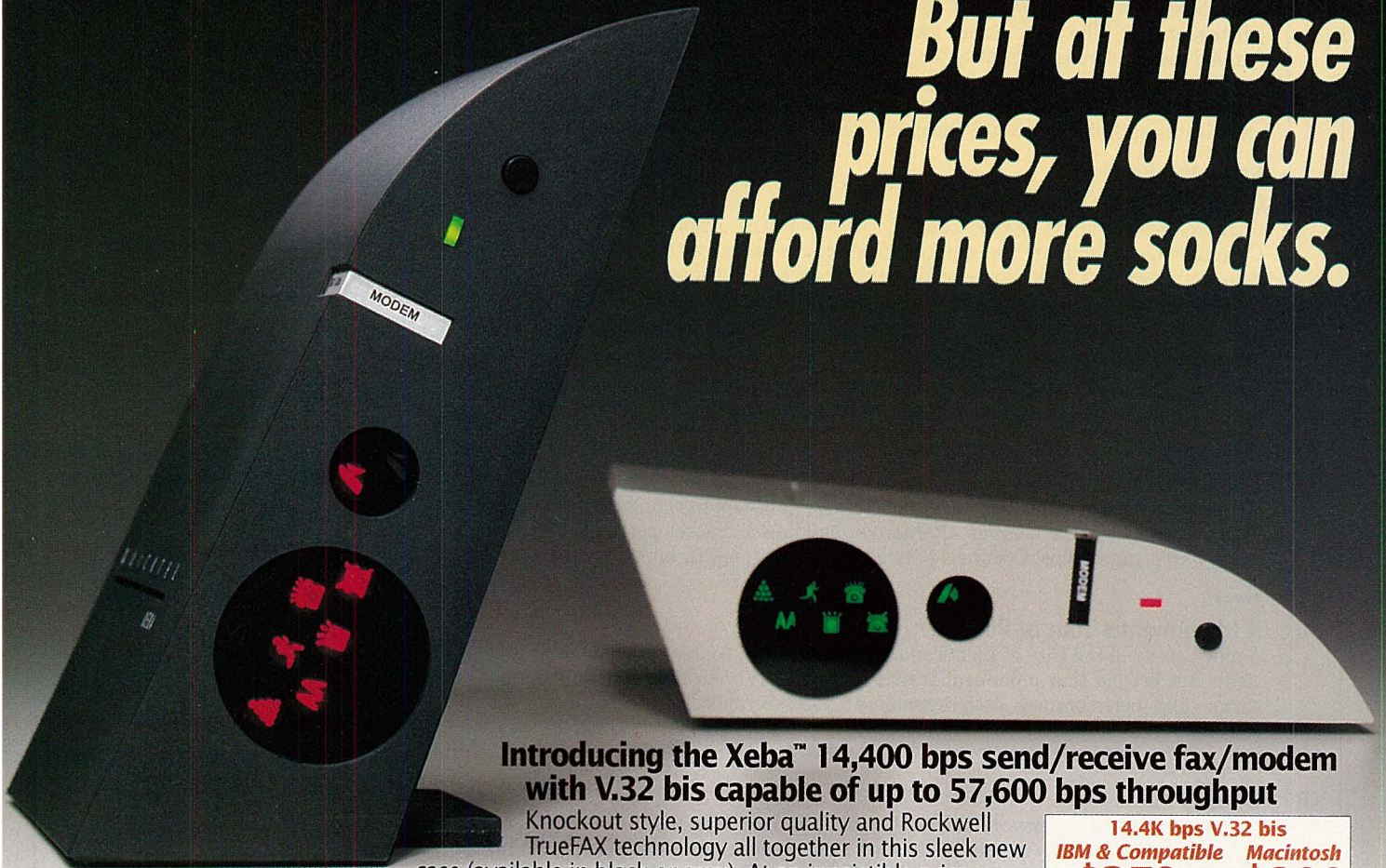


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The question is age-old and still pertinent as awareness of cultural identity and heritage grows: Who came before me? But the practice of genealogy, tracing one's familial history through centuries (or searching for living lost parents) now benefits from computer technology and online interaction that can shave years off your pursuit of ancestral stories. Includes: Mining elders' goldmines of memories; U.S. organizations; "family treeware," adoption searches and Genealogy Forum files.

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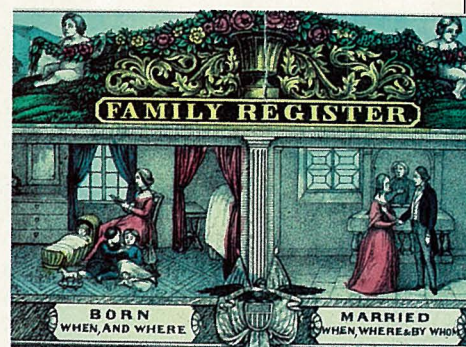
A quick study of the City of Lights' museums reveals, of course, the Louvre at first sight. But beyond that prominent institution are more than 80 intimate galleries, shrines and remembrances, each resembling a family scrapbook and illuminating the culture and fascinations of the French. Also: Travel tips; a gallery guide.

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Too Hot to Print

► Catch computer industry news as it happens, read special reports, commentary and more product reviews. You'll find it only in *Online Today*, a daily updated newspaper.

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Dear Reader

If ever there was a great match between a hobby and a technology, genealogy and computing would have to be the perfect pair. Microcomputers provide the obvious benefits of processing and storage of unwieldy family records. And, a growing number of genealogical database managers designed to catalog and manipulate the massive amount of information generated by "roots" searching have proved to be invaluable to family researchers and historians.

Further developments in CD-ROM and scanning technology promise to continue to elevate this fascinating pursuit enjoyed by millions who seek more information about family origins.

Perhaps one of the most exciting aspects of the genealogy-computer marriage is the online connection. With networking capabilities, researchers can exchange information, tips and family records—something that hasn't always been so easy. In the days before desktop computers and data networking, performing the necessary records research in far-flung libraries, courthouses and cemeteries could take a lifetime; sometimes logistical barriers prevented the proper research from ever being carried out. Now a genealogy buff in Kansas City or Toronto can ask a favor of a comrade in Philadelphia or London or Munich to look up a record or two, check out a graveyard or provide some missing bit of information about local history and family names. Sometimes these networking hobbyists discover that they're related!

On CompuServe, the family information exchange hub is in the Genealogy Forum (GO ROOTS) where researchers not only swap data but also comb the libraries and message boards for help files, archives, genealogy software and evaluations of commercially available genealogy programs. There are also many research databases outside the Genealogy Forum—including Phone*File and Dun's Directory—that can be valuable helpmates. Electronic mail is also used by some researchers to "troll" for information by establishing contact with others online who share their family surname. In this month's cover feature beginning on page 10, we take a closer look at genealogical activity on CompuServe and provide some information about how you can get started in this most interesting and rewarding pastime.

If you or someone you know is looking for a lost parent or other relative, be sure to see the article on page 12 about one woman's successful search for her biological father. Section 12 of the Genealogy Forum, called "Adoption Searches," has already helped several people locate their kin by providing support and suggestions on search strategies.

* * *

Computer trade shows are a mainstay of the computer industry—a combination town square and open-air market. The "big shows" are the places where new machines are introduced, new product announcements are made, professional contacts established or renewed and where everyone talks about who's hot and who's not. Naturally, many *CompuServe Magazine* readers attend these shows, or at least follow the news and developments from them.

CompuServe's computer show mavens have a few tips for you on how to get the most out of the major shows—whether you're attending or not (see p. 22). Find out how and where to stay, how to comb the floor, and, if you stay at home, the best places online to get the most up-to-date trade show news.

Douglas G. Branstetter
Editor

Classic Computers

I enjoyed reminiscing with your article "Gone But Not Forgotten" in the May issue (p.18). I don't use my old machines regularly, but I periodically pull out my Franklin Ace 100 (Apple II compatible) that sits in my basement. It was a powerful machine at the time with a huge 64K. At one time, I hooked up six 5¼" floppy drives to run a computer bulletin board from my home. Today I can fit all of that on a single 3½" disk and still have room for my System 7 software. Thanks for the memories.

Jeffrey I. Algazy
New Haven, Conn.

Little Kid Italy

The article "Little Kid Italy" (April, p. 34) gives some tips for logging on from Italy. I would like to offer some other important tips to travelers.

Italy is converting to electronic phone switching centers so most major cities have both touch-tone phones and old-style pulse dialers. Before altering the setup of your modem and/or communication program, try to dial '1' in tone mode. If the dial tone remains, your call is still being handled by an old switching center. For subsequent calls, you'll have to use pulse dialing. If the phone line is silent, you're lucky; the call is being routed through an electronic switching center.

For your modem initialization string use X3 rather than X1. Our new busy signals are compatible with those of the United States, so modems will not recognize dial tone but will recognize most busy tones.

Anyone needing information about local phones and logging on can contact me at 100010,3617.

Marco V. Principato
Rome, Italy

I would like to comment on some points made in the excellent Italian travel article.

If the local Infonet number is busy, try to avoid dialing another country's Infonet number. Long-distance charges in Europe are much higher than in the United States (sometimes double).

Unless your stay is going to be very long it won't pay to get an ITAPAC account. The hassle and complexity of getting through will make Infonet seem like a bargain. Also many PACs in Europe don't support 8,N,1 parameters, so CompuServe B+ protocol won't be available.

The problem described at the end of the article seems to have been caused by faulty wiring or a faulty washing machine. It is unlikely that a sudden increase in the amount of electricity drawn would cause a

surge. It would cause a brownout.

Juan Negrón
Madrid, Spain

Gibraltar

As a member of the English and Gibraltar bars, may I please correct Mr. Andrew J. Page (Letters, April, p. 4), who says that with the coming of the single European market at midnight on New Year's Eve this year, "the frontier [between Spain and Gibraltar] will disappear." It most certainly will not.

The protocol to the treaty under which the United Kingdom acceded to the European Community and which governs Gibraltar's relationship with the EC specifically excludes Gibraltar from the EC common customs and VAT area. Thus a customs barrier will remain between Gibraltar and Spain although most of Europe will be free of such barriers.

Michael Stannard
Hambye, France

The recent *CompuServe Magazine* story about Gibraltar by Holly Miller gave a good tourist view. She only missed the offshore banks and land reclamation. However, Mr. Page's observations are inaccurate.

The frontier opened for pedestrians in December 1982 without any concessions. This was followed by a full opening in February 1985 after the United Kingdom government agreed to talks on sovereignty.

Still obsessed with reclaiming the territory of Gibraltar, regardless of its people, Spain is now blocking the European Community frontier agreement. Spain claims the map of Europe has to be re-drawn without Gibraltar, but with the Spanish colonies in Morocco.

Jim Watt
Gibraltar

Multi-lingual Computing

I was intrigued by the article on making DOS computers multi-lingual ("Accentuating in ASCII Code," Monitor, April, p. 6).

Every week I send approximately five Russian messages to my friends in the former Soviet Union. To be able to read and edit my Russian texts, I would either have to type them in Latin characters, or my Russian correspondents and I would need to have the same Russian display/keyboard/prINTER drivers. The files generated by this program were rejected by electronic mail since they included unrecognized ASCII characters. To make our correspondence possible, my ingenious friend wrote a conversion program that changes the original

Russian file into a format accepted by electronic mail, and then back to Russian.

This is a complicated process, and I was looking for ways to simplify it. That article helped me a lot.

Kirill Semenov
Thornhill, Ontario

CompuServe Women

There are women who use CompuServe, but you sure wouldn't know it by reading your publication. I'm not the sort of person who is hyper-sensitive to gender bias, but when I find myself counting pictures of men versus women before I look at the month's leading stories, I've got to be concerned.

I'm one of the CompuServe women and I communicate with lots of others. When, on rare occasion, you have included women, it's a story about pets or gardening, or they're wrapped in towel ads in The Mall section.

Why not find out how we're using CompuServe and address some meaningful articles to our concerns. Heck, just include us in your regular articles once in awhile. You'll find that we know quite a lot about online communication and we can tech-talk with the best of them.

Kendra J. McCarthy
Richmond, Va.

Editor's Note: CompuServe Magazine is always interested in finding out how our members—women and men—use the service in their personal and professional lives. For example, see last month's cover story, "The Un-American Story," for profiles of professional women Claudia Cragg and Deborah Mills. The April cover story, "A Digital Canvas," featured computer artists Susan Lazear and Barbara Nessim, among others. The November '91 issue contains the feature "ACIUS' New Dimensions," about ACIUS' president and CEO Marylene Delbourg-Delphis. If you're a woman who would like to share with us how you use the service, send a letter to the editor at 76004,3302.

Send a Letter

Send your letter to the editor by CompuServe Mail to 76004,3302. A \$25 connect credit is given to the writer of each letter published. *Sorry, we cannot acknowledge letters or answer questions through this service.* Please use CompuServe's Feedback system (GO FEEDBACK) or call 800/848-8990 for questions, problems, address changes, etc. A representative from Customer Service will be glad to help you.

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The search path shows we further narrowed the field by selecting desktop systems with a 386/33 chip and minimum of 80Mb hard drive. You can also choose to search by price range, for example, "desktop systems less than \$2000".

Search Path: Computer Systems, Desktop, 386/33, 80 Mb

There are 3 Featured products. A complete alphabetical listing of 160 products follows the featured items.

May 1, 1992

	Manufacturer	Type	RAM	HD	Video	Seller	Svce	Price
1	Zeos	386/33	2	107	SVGA14	Zeos	TSG	1895
2	Lotus 1-2-3 for Windows, Ami Pro 2.0, Sierra DAC, WinRIX free.							
	Insight	386/33	4	124	SVGA	Insight	GTW	1669
3	You can have it all: amazing prices plus world class service.							
	Dell	386/33	4	80	SVGA	Dell	TSG	2049
4	Dell quality at even lower prices.							
	APlus	366/33	4	120	SVGA	APlus	GS	1475
5	CompuAdd Exp	386/33	4	80	VGA	CompuAdd Ex	ST	1795
6	LodeStar	386/33	4	125	SVGA14	LodeStar	GSTW	1669
7	Magnavox	386/33	2	130	EVGA	Elect Disc	GT	1395+
8	Professional	386/33	4	120	SVGA14	Professional	GT	1565

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T Toll free support
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MONITOR

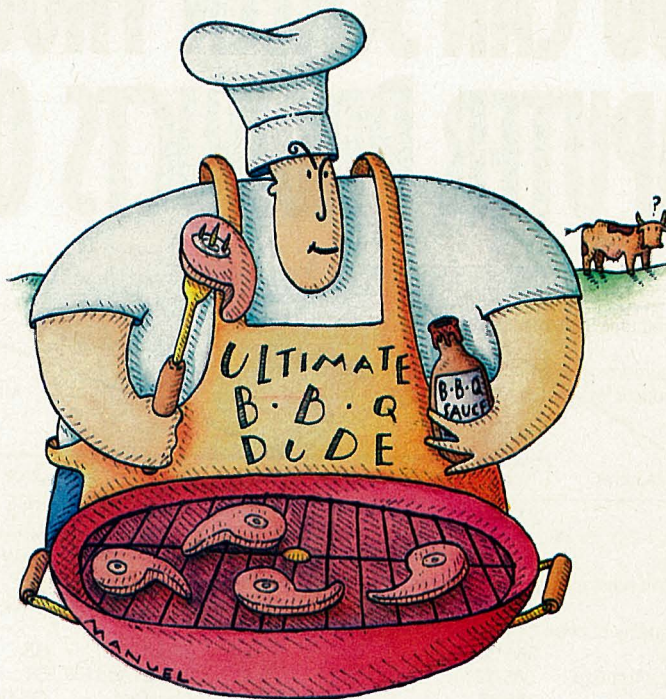
Battle of the Boorish

You know how computer consultants love benchmarks—which is no doubt why the sysops of the Computer Consultants' Forum (GO CONSULT) recently compiled a "Heavy Hitters List" of its top 25 participants for the previous month.

But the battle of the stats was only beginning. Forum member Michael Devore (who came in 10th) soon proposed a brand new numbers game: measuring the ratio of to/from message postings to arrive at what he spoofingly called "the obnoxiousness index." Those with many more "to's" than "froms," he suggested, could be assumed either to "think and act like they know everything even when they don't, ask a bunch of difficult questions, give unassailably correct answers, seed discussions, or simply insert numerous un-[related/wanted/challenged] opinions or responses in threads."

Soon the phosphor was flying. One member with a low rating insisted that he was just as obnoxious as the next computer consultant and demanded a recount. Members who hadn't even placed demanded a Heavy Lurkers List. Others complained that the sysops, having free accounts, had an unfair edge in achieving the higher reaches of supreme obnoxiousness (although it was duly and gravely noted that there's also the question of whether "a sponsored account is simply a good symptom rather than a major cause of a high obnoxious index").

Oh, by the way, the most popular recipient of messages was "All," who sent not a single message back.



A Taste of the Baste

Ah, it's summertime in the Northern Hemisphere and the living is easy, especially when it comes to cooking dinner. Fire up the grill on those hot July nights, throw

some burgers, chicken or ribs on the coals and relax.

As any great outdoor chef will tell you, the secret to great barbecuing is in the sauce. Since there are about as many

barbecue sauces as there are chefs, finding a good one isn't too hard, especially in the Cooks Online Forum (GO COOKS), Library 8, "Outdoor Cooking."

Begin with a barbecue marinade for chicken (BBMAR.TXT) or go wild with a pungent sauce that will alert the entire neighborhood of your dinner menu (BARQSA.TXT).

You might want to opt for the tried-and-true with the Original 1948 BBQ Sauce (1948BQ.TXT) or the Basic BBQ Sauce (BBQSAU.TXT). Or perhaps you'll want to branch out with a Cajun sauce (BBQCAJ.TXT) or Uncle Shel's Big Red Barbecue Sauce (BIGRED.TXT).

Before you pour drinks, save some for sauces that rely on the secret ingredients of Southern Comfort (BRBSAU.TXT) or beer (BARBQU.TXT).

And for the ultimate in barbecuing pleasure, check out the recipes for ribs, be they World Championship BBQ Ribs (BBQRB.TXT), babyback (BBQROB.TXT), Missouri-style (MORIBS.TXT) or even Chinese-style (CHTRIB.TXT).

Just get plenty of napkins.

WORLD UPDATE

New German Support and a Zurich Node

Two new German-language forums are now open on CompuServe.



The Dr. Neuhaus Forum is managed by the technical service department of Dr. Neuhaus Microelectronics, a German-based modem manufacturer, and focuses on the company's products. To reach it, GO NEUHAUS.

The Borland GmbH Forum (GO BORGMBH) offers technical support in German for

Borland products, plus comprehensive information on new and existing products and prices. Members also can download programs, utilities and text files from the forum's libraries.



European members now have direct access to the CompuServe network via a new node in Zurich, Switzerland, offering members 9600-baud access and lower communications surcharges (\$7.70/hr. peak,

\$2.20/hr. offpeak). The access number for the Zurich node is 01 273 1028. Members logging on via the Swiss Telepac number are advised to begin using the new Network User Address, as the old NUA will be disconnected. The new address is R 47911303. CompuServe Information Manager (CIM) users can GO ZURCIM to obtain new Telepac network log-on scripts. For additional log-on information, GO LOGON.

A Free Guide to Virus-Free Computing

The recent Michelangelo and Friday the 13th virus scares have forced computer users to again consider system safety. In line with this, the Computer Security Institute has published an updated edition of its complimentary booklet, *A Manager's Guide to Computer Viruses*.

CSI Director Philip Chapnick takes the pragmatic approach, asserting that viruses are a manageable problem if proper preventive measures are continually adhered to. "We learn to suffer the minor annoyance of brushing our teeth to fight tooth decay. Similarly, if we

practice good computer hygiene, we can minimize the cost and destruction of these malicious threats to our computer resources," he says.

The CSI guide presents a balanced approach to preventive virus medicine and is written in simple non-technical language.

CSI boasts of 3,000 members worldwide and of being the oldest international membership organization specifically serving the information security professional.

To obtain the booklet, send a self-addressed, stamped business envelope with 58 cents

postage to Computer Security Institute, 600 Harrison St., San Francisco, CA 94107.

For downloadable virus detection and anti-viral software that removes viruses from your system, search the various File Finders (GO FILEFINDERS). In addition, post questions in vendor support forums such as the McAfee Virus Forum (GO MCAFEE), the Central Point Forum (GO CENTRAL) and the Norton/Symantec Utility Forum (GO SYMANTEC). Also, use the FIND command with the keyword VIRUS to locate other areas where virus issues are discussed.

Today, on 'The Young and Ridiculous'

It begins with Hopscotch and Aunt Jemima escaping from the antique shop after being held prisoner by Delia's ex-husband's daughter's boyfriend. Aunt Jemima, who has been married at least nine times, has psychic experiences. And don't forget Priscilla's and Drusilla's identical triplet sister, Chincilla, who was recently discovered after being adopted by Delia's Aunt Beth's second husband's brother. Did you follow that?

The characters surely number in the hundreds and the plot twists in every sentence, many of which are run-on but so entertaining. This "soap opera" was penned online by disturbed, deranged, fifth cousins once removed of Queen Eliza-



SCOTT MATTHEWS

beth. Oh, sorry, no, the authors are members of the ShowBiz Forum (GO SHOWBIZ), and the story line is stored for posterity in Library 9, "Soap Operas," files PLOT1 to PLOT14.

So, why is Hopscotch's old nanny, Miss Burrows, afraid of letting Priscilla (or either of her sisters) see what is in the

closet? Will Rodolphe manage to pass the visiting voodoo priests off as heart surgeons? Will Filbert open the letter mistakenly delivered to him and meant for his father's fourth wife? Who is that mysterious nurse who just joined the orphanage? Tune in to the ShowBiz Forum to find out.

A Baby by Any Other Name

Time was running short. My wife was in her last month of pregnancy. In the birthing classes we were attending, all the other parents had a name picked out for their child, or at least a short list. My wife was getting irritated at being kept waiting for my short list. From that, she could choose names she liked, and we could settle on one.

We watched the credits on movies and TV shows for name ideas, but they all seemed too "Hollywood." I own a small business that keeps me working 60-70 hours a week so I have little time to waste. When I'm looking for a shortcut, I turn to CompuServe.

A week before our due date, I logged on, and searched using the keyword BABY. Within a minute I found the file BABY.ARC in the IBM Applications Forum that listed more than 12,000 names. I printed this massive document and got

out my highlighter. We narrowed the names down to five boys' names and five girls' names. On July 24, 1991, Elizabeth Grace was born. Her name fits her as well now as it did the moment we saw her.

Dan Fine
Edmonds, Wash.

MEMBER ESSAY

How to Submit Member Essays

Compete for \$50 worth of connect time and free CompuServe Information Manager software in *CompuServe Magazine's* monthly Member Essay contest. Write a 200-word essay describing an original way you've used the Information Service and send it to User ID number 76004,3302. Include your full name, address and User ID number, and watch for winning essays each month in Monitor.

Making the Cut Amidst Defense Cuts

The ads tell us that the Marines are looking for "a few good men." Just how few depends on the size of the "peace dividend" Congress is contemplating.

"I believe any person going into the service should be made aware that at some point in time he may be asked to leave short of retirement," says Duane Goodridge, sysop of the Military Forum (GO MILITARY). Goodridge, who served in the Marines from 1964 through 1971, including two tours of duty in Vietnam, believes that high school students contemplating a military career should be aware of the "downsizing" that soon will affect all branches of the armed forces.

Forum member Rodney Graves, a 1987 Annapolis graduate, recently left the Navy because he saw the promise of career growth rapidly fading. "I see the next decade as being a difficult time for the armed forces as our nation once again repeats history and guts its military after a successful use of arms," Graves observes.

But member Jim Hubbard says military career opportunities will continue to exist for young men and women—if they possess the necessary credentials. "There is still a place in the armed forces for bright young men and women," says Hubbard, who is national economics director for the American Legion. "In the past 10 years, the armed forces have signed up only people who have high school diplomas. That will continue. Now, however, one might have to rank in the top 50 percent of their graduating class to qualify for an enlistment."

For a detailed look at current recruiting practices, read WHITFO.TXT in the forum's Library 4, "Recruiting Office." The file contains the transcript of a recent forum conference that featured an Army recruiter and a new enlistee.

Automated Access' Newcomer

Until recently, IBM PC and compatible owners have had three automated access programs to choose from to help them more efficiently use CompuServe—TAPCIS, AutoSIG and CISOP. Now a fourth, OzCIS, joins the ranks of member-written and supported automated navigation software.

Addressing the obvious question of why write yet another program, creator Steve Sneed confesses that his original intention was to develop a program strictly for his own use that combined the benefits of automation with the ease of use of the CompuServe Information Manager. After two years of work and with the encouragement of friends and associates, Sneed was persuaded to release his efforts into the public domain.

"OzCIS does everything the other programs do plus features a mouse-compatible modem interface using pull-down menus, pick lists, entry dialogues and context-sensitive, hypertext-style help," he says. Moreover, several functions have been added with scripts that other programs lack, including online display/capture of GIF images such as weather maps, along with direct links to non-forum areas such as weather and the Executive News Service.

For additional information and system requirements, see the files OZCIS.REQ and OZCIS.BRO in Library 9, "Script/Navigation Programs [C]," of the IBM Communications Forum (GO IBMCOMM).

Monitor

Contributors:
Cathryn Conroy, John Edwards, Mike Pietruk, Lindsay Van Gelder

In War for Votes, First Casualty is Reason

If the U.S. presidential primaries were any indication of what lies ahead, it's likely Americans are in for a big dose of rhetoric, half-truths and logical fallacies until November. Spotting specific instances of distortions and avoiding succumbing to them isn't always easy.

Education Forum (GO EDFORUM) member John Eshleman has compiled 43 common political deceptions in the file LOGIC.TXT in Library 17, "Higher Education." He explains why they are fallacious, often illustrating with recognizable examples.

Among logical fallacies certain to be master-

fully employed throughout the remainder of Campaign '92 are:

Argumentum ad nauseum: A belief that the more frequently an assertion is heard, the more likely it is to be true.

Argumentum ad hominem: An attempt to disprove an assertion by attacking the speaker rather than the specific point.

Argumentum ad populum: An appeal to known prejudices of the audience or to long-standing traditions. Such an argument often occurs as propaganda, demagoguery or advertising.



SCOTT MATTHEWS

Laptop Fans - Guess What?

Many members of the Toshiba Forum (GO TOSHIBA) are what might be called serial hardware acquirers, or sufferers from Chinese Food Laptop Syndrome: Minutes after buying a new computer, they already can't wait for a lighter, brighter,

more powerful model to hit the market. Toshiba America returns the compliment by regularly previewing announcements of new products in online conferences. And, naturally, the conferences are invariably preceded by rampant speculation on the part of the serious laptop

junkies in the forum about what's going to be announced.

The crystal ball ritual is so entrenched that member Joan Healy is now known in the forum as "Madame Predicto" or simply "Madame P." Healy once predicted that the next Toshiba would be called the T2000. Although her original prediction—that the machine would run on brain waves—was clearly a spoof, her subsequent guesses about the specs of the next machine (which was indeed called the T2000) were close to the mark. So much so that they caused an internal furor in the marketing department at Toshiba, where the powers that be were convinced there was a leak. Incidentally, Healy, who owns a T1000LE, is writing a book about the Anglo-Irish psychic Eileen Garrett.

Writing the Next 'SimEarth'? Don't Bet on It

You can shoot aliens out of the sky with the greatest of ease and find the box with the magic crystal in no time at all. You've even written a couple of 1-2-3 macros. So why not combine your skills and become a computer game programmer?

Chris Crawford, a pioneer game developer and a regular in the Gamers' Forum (GO GAMERS), advises budding game authors to think the matter over carefully. "My best advice for people thinking of entering game programming is

—don't! If you're a good programmer, you'll take a pay cut of at least 25 percent to work in the games field," says Crawford, who has published more than a dozen titles, including the mega-seller *Eastern Front* (1941). "There are so many people out there who are certain that as soon as they get their big break they'll be filthy rich. They're willing to work for peanuts."

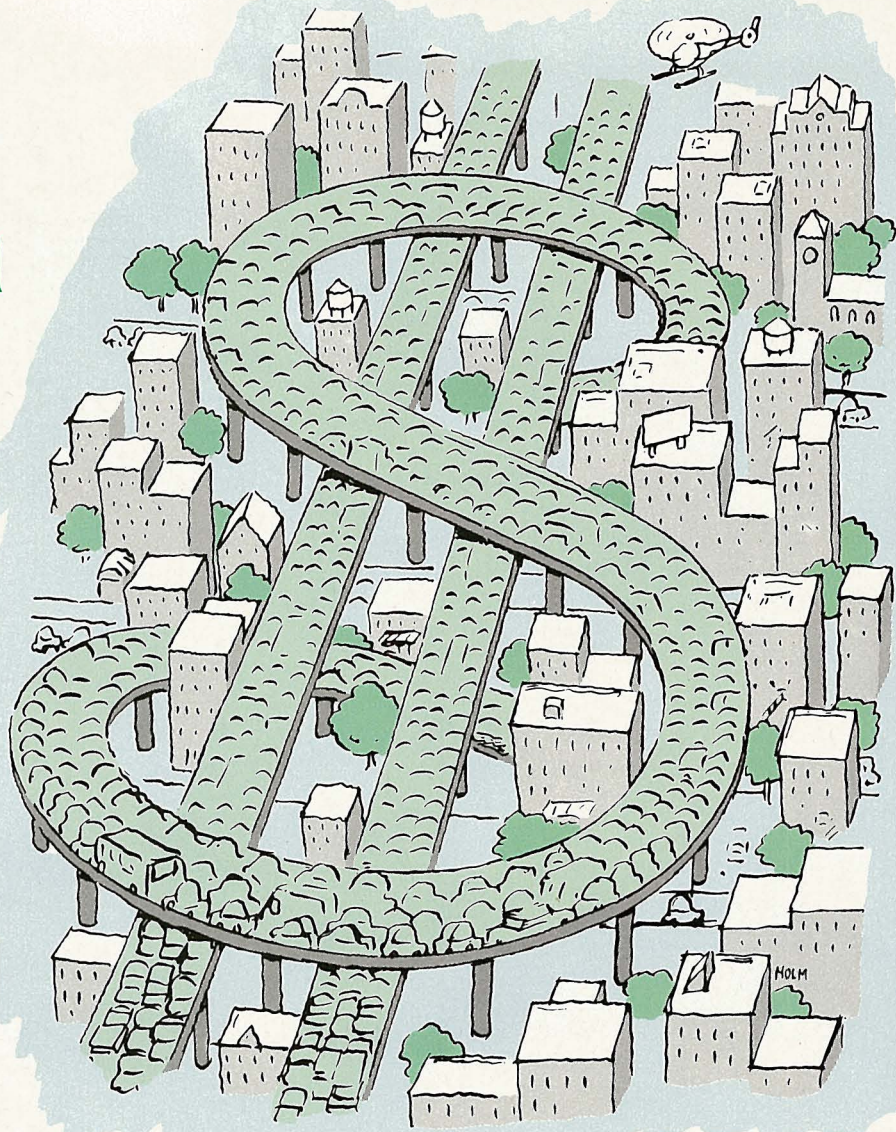
Stuart Moulder, a programmer manager at game publisher Sierra On-Line, agrees with

Crawford. "Programmers are almost guaranteed lower incomes for the same work in this field as opposed to working in business software," he says. "On the other hand, you get to see 'your' product on store shelves. This ain't money, but there's a certain gratification that's important to some people."

Aspiring game programmers can find software tools, tutorials and other key material in the Gamers' Forum's Library 11, "Game Design."

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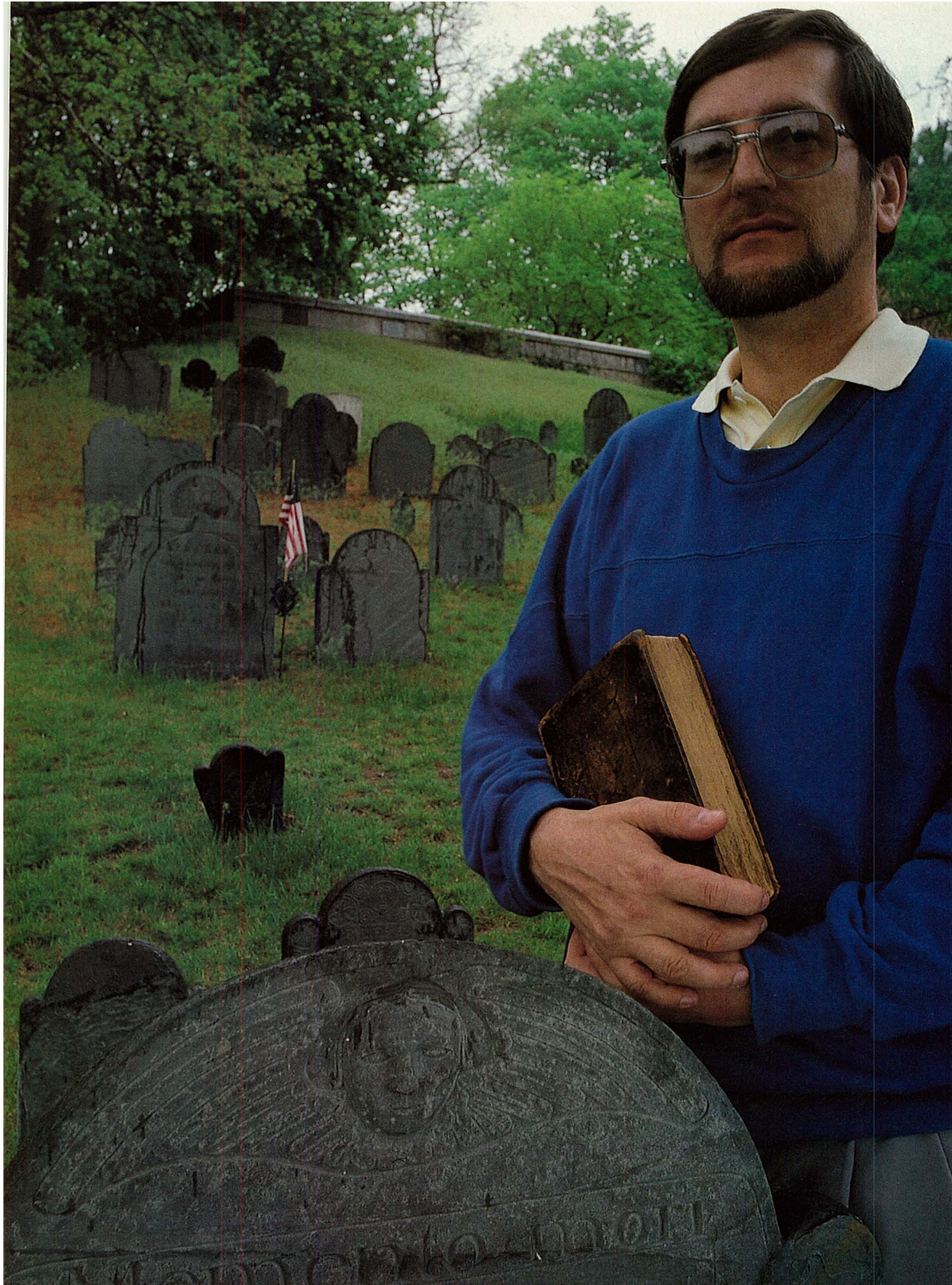
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by Cathryn Conroy

Building a Generation Map

If you have yet to find yourself in familial history, learning how to 'root' can begin right here.

FEATURE

CM's Cover Story:
Digging into
Genealogy

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page 12

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Discovering family history means leaving
no stone unturned: Genealogy Forum sysop
Dick Eastman

What's in a name? Look hard, and you may find the history of a family, a region and even the world.

Uncovering the past requires puzzle-solving and detective work that will turn you into a genealogical Sherlock Holmes. Keep the trench coat and hat (they'll be useful for tromping through cemeteries), but trade in the magnifying glass for a computer, CompuServe membership and a library card.

In a narrow sense, genealogy is establishing a family pedigree—making a list of ancestors. But it is more than a dry listing of names and dates; genealogy is the pursuit of stories. And the benefits to genealogical study range from the sentimental to the medical.

In tracing your "roots," you'll learn the good, the bad and the ugly; finding out not only why you have blue eyes or a gap between your front teeth, but also your family's strengths and weaknesses. For example, Leslie Griffith Jacoby of Brownsburg, Ind., boasts of an ancestor who protected her home and seven children from an Indian attack while her husband was fighting in a war between the Dutch and the English on Long Island. Of course, there also was the drunken ances-

tor who fell off a boat and drowned, embarrassing his family so much that they refused to erect a tombstone for him.

Although you probably won't get rich from knowing the name of your great-great-grandfather, it might open doors to membership in a number of organizations, such as the Daughters of the American Revolution. Occasionally, you may be able to prove your rights to an inheritance or property. In some countries, aristocratic and royal lineage can offer opportunities.

Genealogy also can provide medical advantages. High blood pressure, stroke, heart disease and other ailments often run in families. Knowing of a tendency in advance could encourage you to take early preventative measures. Certain life-threatening illnesses, such as cystic fibrosis, hemophilia, sickle-cell anemia and Tay-Sachs disease, also are acquired genetically. Dr. Eleanor Duke, professor emeritus of biological sciences at the University of Texas at El Paso, says knowledge about a family medical history could influence a genetic counselor to advise adoption instead of having children. She also says such knowledge is one of the best reasons for adoptees to search for birth parents. (For more on adoptive searches, see "Looking for Lost Parents," p. 12.)

Getting Started

When Alex Haley, author of the acclaimed *Roots*, spoke of his own genealogical search, he often began by recounting how he listened to his grandmother tell family tales that went back to "The African," the one we now know as Kunta Kinte. Talking to older relatives is a good place to start a genealogical search. They are a treasure trove of information. (For tips on how to talk to older rela-

tives, see "Mining Elders' Memories," p. 13.)

As a teen-ager, Julia Coldren-Walker of Ft. Devens, Mass., helped take care of her great-grandmother. She kept the older woman busy by encouraging her to talk.

"In the end, I had an understanding of the type of people my ancestors were, where they came from and what they were like," she says. "After my great-grandmother died in 1967, I realized I was the only one who had an extensive knowledge about the family. I started writing it down, and 25 years later I'm still doing it."

But, be forewarned: The stories you hear may not be true. They may be embellished with details to make them more interesting.

(And some stories are never told, to protect a reputation or the family's integrity.)

Coldren-Walker grew up believing she was related to Mark Twain. A great-grandfather, John Franklin Lyon, lived near Hannibal, Mo., the home of Samuel Clemens. Stories of life on the Mississippi River abounded. The relationship was "proved" in the eyes of her family because a great-uncle was named Samuel Clemens Lyon.

Unsuccessfully researching the connection for more than 10 years, Coldren-Walker finally stumbled upon a reference to the Lyon family of Missouri. After tracking down census and marriage records, she determined the family didn't actually live anywhere near



Looking for Lost Parents



A found father: Bradford, then and now

"In kindergarten I remember my teacher talking about the Pilgrims and William Bradford coming over on the Mayflower. My father's name is William Bradford; I sat in class wondering if we were talking about my dad," she recalls with a chuckle.

Although her father occasionally tried to contact her through her mother's relatives, he was unsuccessful. Complicating matters, her stepfather adopted her when she was 16. "Looking for Sheila Bradford was nearly impossible. That person no longer existed," she says.

When she married and had children of her own, Johnson was determined to let her father know he had two granddaughters. Drawing on the only piece of information she had—that her father once lived in St. Louis, Mo.—she began a circuitous search that drew on such diverse resources as the Genealogy Forum, Phone*File and Dun's Directory, directory assistance, letters to

organizations her father had been associated with and the Indiana Department of Motor Vehicle records. Her search, which included Missouri, Tennessee, Kentucky, Indiana, Illinois and North Carolina, resulted in a phone bill that topped \$400 in a single month.

Finally, Johnson found a grandmother in Illinois she never knew she had and a father in North Carolina she had longed for since she was three years old. She reunited with her father in March 1992, a week before her birthday.

Critical to Johnson's success was the Genealogy Forum (GO ROOTS), Section 12, "Adoption Searches," where she got ideas on how to conduct her search and keep the momentum going. Headed by Mary Jo Rillera, author of several books on the subject, including *The Adoption Searchbook: Techniques for Tracing People* (PURE Inc., 1991), the section is designed to help children of single parents, adoptees and birth parents find their lost family members.

Rillera says the section offers support and specific search strategies, which vary for each individual. For instance, she will help researchers determine which organizations and government agencies should be contacted and how to phrase letters so adoption files are not suddenly slammed shut, as often happens when a search is begun.

The file ADOPTS.RCH in Library 8, "Societies & Organizations," is an excellent resource. It offers the titles and publishers of how-to books, as well as addresses and telephone numbers of some of the 500 U.S. search and support organizations and specialists.

—CC

For her 29th birthday, Sheila Bradford Johnson got what she always wanted: her father.

Born in West Germany in 1963, Johnson is the daughter of a West German woman and an American GI. After her father's discharge from the Army, the family moved to the United States where her parents soon divorced, and Johnson lost contact with her father.

Mining Elders' Memories

Hannibal and the Mississippi River, but rather in Jeffersonville, Mo., on the Missouri River. What's more, her great-uncle was actually named Samuel Wesley Lyon.

One way to begin confirming family stories is to consult family documents, such as family Bibles; birth, marriage and death certificates; and old letters, journals and diaries. Birth announcements, baby books, wedding invitations, memorial cards, newspaper clippings and obituaries also can provide information.

Eleanor Duke, who traces her ancestors to the South, has three family Bibles, one of which has entries dating to 1773. In addition to a family tree, the Bibles offer a view of history. One Bible belonging to Duke's great-grandmother contains the note: "Today Sherman got to Atlanta." Another entry made several days earlier indicated she had left the city with her children for the plantation. The birth and death dates of a favorite slave also were recorded.

Getting Online

Before hitting the local courthouse and cemetery, searching for clues to great-great-grandpa's life, visit the Genealogy Forum (GO ROOTS). Not only will you learn the ABCs of genealogical research, but you also might find someone else researching the same family name or who can offer tips and information that will jump-start your search. (For samples of forum members' family histories, see "A Few Genealogy Forum Folks' Tales," p. 14.)

"Always check to see if someone else has done the search before you. Never think you are the first," advises forum member Jayare Roberts, the ancestral file expansion specialist for the Church of Jesus Christ of Latter-day Saints' Family History Library in Salt Lake City, Utah, one of the world's most renowned genealogy collections.

Experienced genealogists frequent the forum and are anxious to help newcomers learn the tricks of the trade. While some are well versed in specific geographic areas, others are knowledgeable about certain types of records, such as pension or military service. Still others are expert in special resources, such as the National Archives or the DAR Library.

The forum libraries are packed with gems of information, including directories of names, listings of historical and genealogical societies, shareware programs to help organize information, tips on how to search, book reviews on genealogy texts and much more. (See "Tools For Tracking," p. 18, for favorite forum files, and "Family Treeware," p. 17, for available software.)

The forum's member directory is one of the largest on CompuServe. In addition to the member's name, each entry lists the

The most valuable resource for a genealogist is the memories of older relatives.

To make an interview as effective as possible, schedule it in advance and explain why you want to talk. Take a tape recorder, paper or laptop computer, and a list of good open-ended questions that stimulate memories and yield more than "yes" or "no" answers.

Older people usually enjoy the opportunity to recollect their younger days, but don't overtire your interviewee. Do the interview in several stages if necessary. If possible, bring along old photographs.

Leslie Griffith Jacoby, who has been studying her genealogy for more than 20 years, recommends creating an interview outline.

History and family. Find out historical information, including your family's country of origin, military service, religious affiliations and traditions.

Family names. Learn the names, birth and death dates of all family members the relative knows.

Childhood and home life. Ask about your relative's own childhood, including stories surrounding his or her birth, siblings, parents, grandparents and places where they lived.

Education. Ask about schools attended, favorite teachers, and subjects and activities most enjoyed.

Church. This is an important category, because many church records offer more information than government records. Ask about church affiliation, baptisms, marriages, funerals and cemeteries.

Marriage and family life. Find out when this relative was married, where the spouse was born, where they first lived as a couple and facts about their children.

Social and business life. Ask about this relative's occupation, social club memberships and honors received.



THE OHIO STATE UNIVERSITY ARCHIVES

family names being researched. One of the first online tasks for a budding genealogist should be to search the member directory by interest, using your family name as the search string. You'll receive a list of others in the forum doing the same research. You can sometimes save yourself months of research by finding someone else who is studying the same family name.

Jacques Eaton Tucker of Kansas City, Mo., posted a message in the forum asking if anyone had connections with his great-grandfather, Charles Eaton, who died in 1920. "The response was that I may have to change my middle name from Eaton to Eastman. Except for the surname, my family group precisely fit an Eastman group from

New Hampshire," he says.

The New Hampshire Eastman group is the ancestral line of Dick Eastman, the sysop of the forum. Eastman's family record indicated Charles Barker Eastman went West for the opening of the U.S. transcontinental railroad and was never heard from again. Relatives assumed he had been killed by Indians. Because of messages exchanged on the forum, Tucker and Eastman surmise that he wasn't killed but rather was busy starting a new family line in Denison, Texas.

Other CompuServe forums also can assist the genealogist. When Jacoby learned of an ancestor who was one of the first America's Cup skippers, she turned to the Sailing Forum to get information on the race and how

to contact the New York Yacht Club, sponsors of the first and second America's Cup races. She was given the names of the Yacht Club's historian and a sailing museum that offered much detailed information on her ancestor.

Long-distance Searches

Searching past the borders of your own country is made much easier with CompuServe. Several forums are devoted to global interests, and genealogists have taken advantage of them. For instance, quite a few requests for genealogical data have turned up in the U.K. Computing Forum, Section 3, "General," as CompuServe members hunt their British ancestors.

Members of the Genealogy Forum often are willing to help others with basic research. Jacques de Guise, Baron de Joinville, of Geneva, Switzerland, generously uses his location, his frequent business trips and his ability to speak five languages to assist forum members with research in Switzerland, France and Belgium.

Exchanging messages with a forum member who traced her ancestry to France, de Guise was able to help her locate the exact village and the names of her great-grandparents, who were French aristocrats obliged to leave the country. "The castle walls she might have inherited had her great-grandparents remained in France are in ruins, and goats roam through them today," he says.

If you're looking for long-lost living relatives, a quick way to track them down is with Phone*File (GO PHONEFILE), an online phone directory that includes name, home address, telephone number and length of residence for nearly 80 million U.S. households. It is an excellent genealogical tool that can replace hours of laborious searches through telephone books.

When a Genealogy Forum member noticed Arnold Gavin's surname, he sent him a message saying he knew of a Gavin in Southport, N.C., and wondered if the two might be related. Using Phone*File, Gavin

was able to locate what turned out to be a cousin, Alsa Gavin. Through more research, Arnold and Alsa have learned their ancestors split in the 1700s, with one group staying in the East and the other heading West.

Bill Rubin of Belmont, Mass., has used Phone*File to help recent Russian Jewish emigres find relatives who left Russia before the revolution. Often the only clues they have are family stories passed down through the generations. The lucky ones might have an old letter with a return address.

Upon a recent visit to Israel, one of Rubin's friends met a Russian girl who was trying to locate relatives in Detroit her family had lost touch with three generations ago. After translating the Russian name into an English spelling, Rubin was able to find several Detroit-area residents with that name, successfully linking the girl with relatives.

Musty Stacks and Tombstones

Genealogists love cemeteries. They also

A Few Genealogy Forum Folks' Tales

Tracing your family history is more than recounting names and dates. A few skeletons also may emerge from long-closed closets. Here's a sampling of verified family histories from Genealogy Forum members.

Riley Graham, the great-great-grandfather of Julie A. Dees-Lutz of New Carlisle, Ohio, was a rider with the Pony Express on a route that took him from St. Joseph, Mo., to Sacramento, Calif.

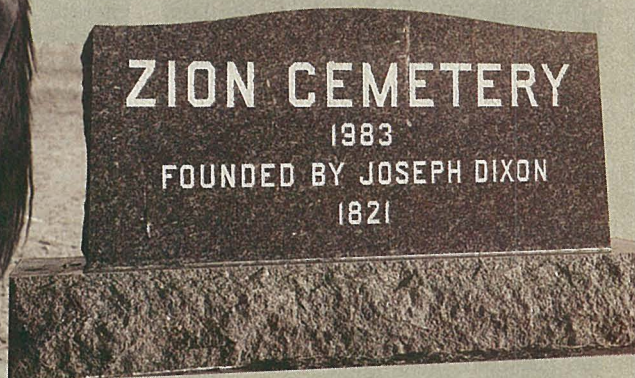
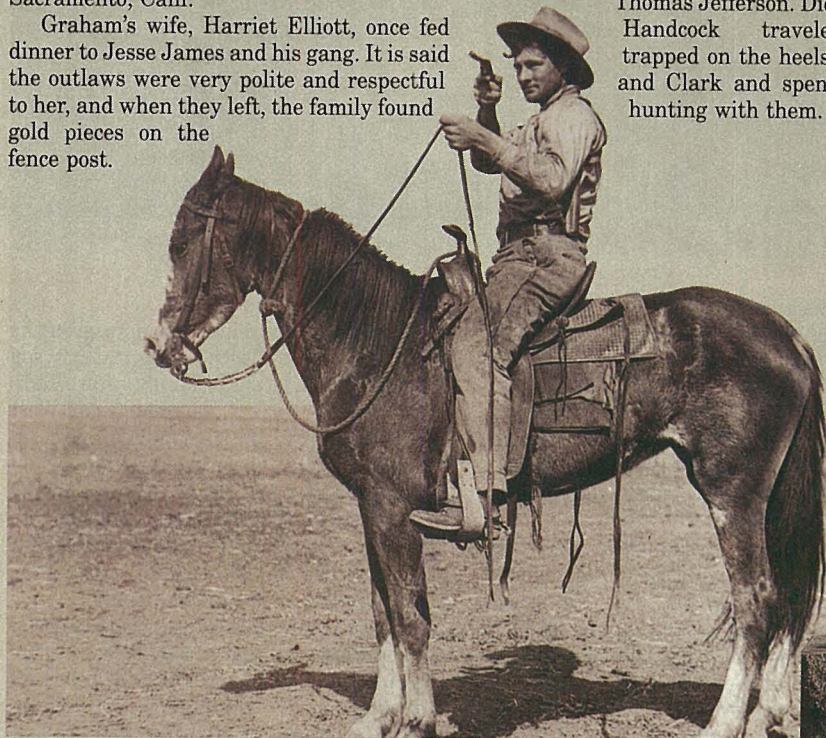
Graham's wife, Harriet Elliott, once fed dinner to Jesse James and his gang. It is said the outlaws were very polite and respectful to her, and when they left, the family found gold pieces on the fence post.

Joseph Dickson, an ancestor of Denise Dickson of Redondo Beach, Calif., was the first white man of record to trap fur-bearing animals in the Absaroka Mountains and the first to spend an entire winter in what is now Montana.

In 1803, Dickson and his companion, Forest Handcock, met up with Daniel Boone, who told them about the Lewis and Clark Expedition being organized by President Thomas Jefferson. Dickson and Handcock traveled and trapped on the heels of Lewis and Clark and spent a week hunting with them.

The first Roman Catholic Irishman reportedly to settle in the Massachusetts Bay Colony in the 1660s is an ancestor of Diane Feindt of Dayton, N.J. William Durgy, an Irish soldier captured on the battlefield by Oliver Cromwell's forces, was transported to Barbados to work as a slave on the sugar plantations. Freed under a proclamation by King Charles II, the penniless Durgy indentured himself to Thomas Bishop, a New England trader from Ipswich, Mass. He arrived in Ipswich on Nov. 9, 1663.

Court records show that Catholic William Durgy was pilloried and fined for not attending the Protestant church services in Puritan Massachusetts. He was sentenced to receive 25 lashes or pay a five-pound fine for running away. Bishop paid the fines for his servant.



get a big kick out of libraries and courthouses where they can find more clues to complete their family puzzles.

Sandy Clunies of Derwood, Md., an expert on genealogical research techniques who has traced her own ancestry to the American Revolution, advises novices to begin with what they know and work backwards. Check with the local historical society for classes in genealogical research and read a few basic textbooks on the subject.

Just as you should take the spoken words of relatives with a grain of salt, don't believe that everything you read is true either. Clunies advises genealogists to document their sources and evaluate conflicting evidence. When collecting data, be sure to write down the volume, author, publisher, data, specific pages and location of the material. Document negative results as well. "Guard against quick conclusions," she warns. "Identification of individuals in historical records takes time."

These records are found in numerous

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Military service records can be an important tool: From The Ohio State University Archives

In 1818, William Roadhouse, a Methodist ancestor of the Rev. Gary Alan Dickey of Canoga Park, Calif., used his Selby, England, home as a Methodist meeting place. Angry Anglican neighbors pelted the house with eggs and beat pans with sticks to try to break up the meetings inside.



A family Bible owned by Eleanor Duke of El Paso, Texas, originated from Theophilus Ward of Darlington District, S.C. Simon Ward, a son of Theophilus, was a devout Baptist who insisted his six sons be excommunicated because they missed services for three Sundays. The reason for their absence? They were soldiers in the Civil War. The next generation became Methodists.

Francis Sprague, the 10th great-grandfather of Phil DeSilva of Alexandria, Va., was one of the first tavern owners in Plymouth Colony, Mass., authorized to dispense spirits and "keep a victualling on the Duxburrow side."

The scandalous behavior of Sprague's daughter, Mercy, caused him considerable concern. She was fined several times by the town fathers for loose conduct and was caught at least once "providing privileges of marriage to a man who was not her husband." Her husband, William Tubbs, was granted a divorce by the General Assembly in 1668, a rare occurrence then.

—CC



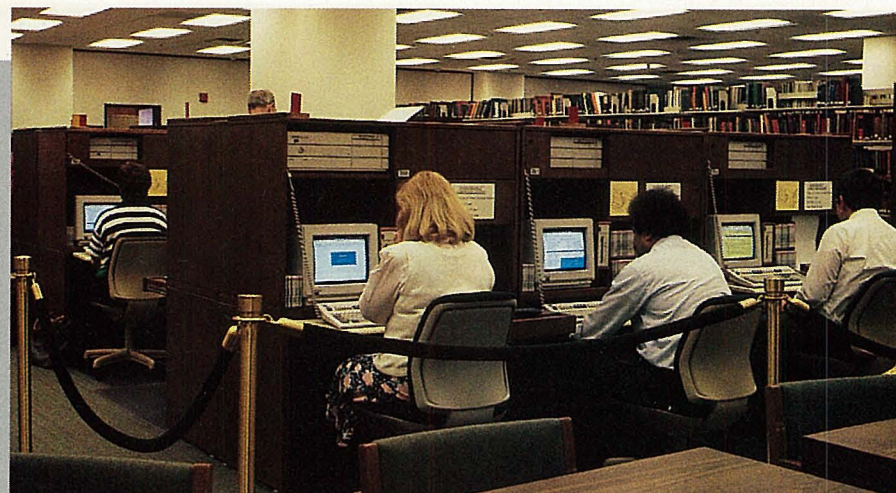
A rider (left) on the 2,000-mile Pony Express route: Dees-Lutz' rancher ancestor in 1857
Beleaguered Methodist host (above) and healing aunt (right): Dickey, Duke kin

Where to Write U.S. Genealogy Groups

Government agencies, churches and genealogical societies can help you in your research. Here are the major organizations:

National Archives and Records Administration, Pennsylvania Avenue at 8th St. N.W., Washington, DC 20408; 202/501-5403.

Regional Archives System of the National Archives, located in or near Anchorage, Atlanta, Boston, Chicago, Denver, Fort Worth, Kansas City, New York, Orange Co., Calif., Philadelphia, San Francisco and Seattle. (See file NATARC.TXT in Library 9,



Family History Library, a key source for European ancestries: Bank of Salt Lake City workstations

"U.S. Gov't Archives," of the Genealogy Forum for addresses, telephone numbers and hours.)

National Archives Microfilm Rental Program, P.O. Box 30, Annapolis Junction, MD 20701-0030. Microfilmed copies of various genealogical sources can be rented. Fees range from \$2 to \$3 per roll depending on quantity.

Family History Library, 35 N.W. Temple St., Salt Lake City, UT 84150. There are more than 1,650 Family History Centers worldwide. Check local phone directories for addresses.

National Society, Daughters of the American Revolution, 1776 D St. N.W., Washington, DC 20006-5392.

New England Historic Genealogical Society, 101 Newbury St., Boston, MA 02116.

Library of Congress, 1st-2nd Sts. S.E., Washington, DC 20540.

New York Public Library, U.S. History, Local History and Genealogy Division, 5th Ave. and 42nd St., New York, NY 10018.

PHOTOS COURTESY OF THE REV. GARY ALAN DICKEY



Letter campaigns can work wonders: Dickey (right) with preceding generations

places. "It's a case of putting pieces together," says the Rev. Gary Alan Dickey, of Canoga Park, Calif. He likens it to painting by number. "When enough places are painted in, you begin to see the full picture."

Here are a few places to start:

Letter writing. If you can't visit the geographical area in which your ancestors lived, do a Phone*File search for people in the region with the family surnames and write to them. Dickey has written more than 500 such letters. He explains who he is and the family name he is researching and encloses a copy of the pedigree chart and a

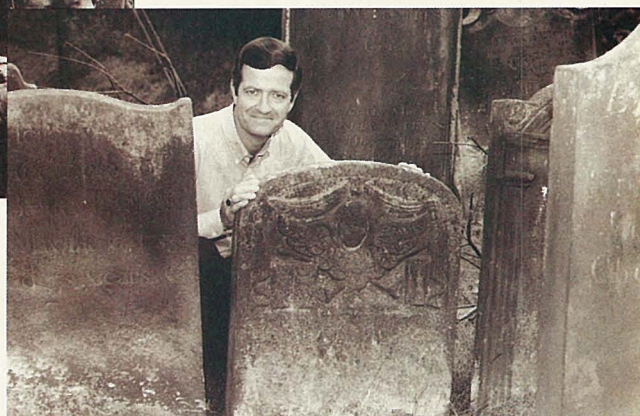
self-addressed, stamped envelope. The recipients are asked to determine if there is a relationship and to share genealogical information.

"It works 90 percent of the time," says Dickey. "Almost everyone responds. About half respond in the first month or two, although sometimes it takes two or three years." Using this technique, he once received 50 years worth of someone's genealogical research, as well as wills, deeds and maps.

Church and parish records. Those

with European ancestry will find a wealth of information in church and parish records, thanks to the Church of Jesus Christ of Latter-day Saints, which has much of this information readily available on microfilm.

A basic tenet of the Mormon faith holds members responsible for tracing their ances-



Family Treeware for Storing Ancestry Electronically

More than 100 commercial, shareware and public-domain genealogy programs are on the market, and the vast majority are for MS-DOS-based computers. Figuring out which one is right for you is important to your research success, according to Dick Eastman, manager of the Genealogy Forum.

Select software that supports importing and exporting of GEDCOM (GENealogy Data COMMunications) files, a standardized format that allows dissimilar programs to exchange genealogical data. The MS-DOS programs listed here support GEDCOM.

Recommended for novice genealogists:

Brother's Keeper by John Steed (version 5.0)—An easy-to-use program that produces excellent printouts. Available as shareware in the Genealogy Forum, Library 3, "MS-DOS Software," BK5A.EXE, BK5B.EXE, BK5C.EXE. \$45.

Family Origins from Parsons Technology—Commercial program that can track 7.6 million individuals. \$49. For information, consult Parsons Technology in the PC Vendor C Forum (GO PCVENC). To order, contact the company at One Parsons Dr., P.O. Box 100, Hiawatha, IA 52233-0100; 319/395-9626.

Personal Ancestral File from The Church of Jesus Christ of Latter-day Saints—Commercial program designed for those who are not computer experts.

\$35. To order: Salt Lake Distribution Center, 1999 W. 1700 South, Salt Lake City, UT 84104; 800/537-5950.

Recommended for intermediate genealogists:

Family Edge by Carl York (version B.5a)—Available as shareware for \$19.95 and commercially for \$99. Shareware version is upwardly compatible to commercial edition. Download from Genealogy Forum, Library 3, TFEB5A.EXE, UTLB5A.EXE, DOCB5A.EXE.

Recommended for experienced genealogists:

Roots III by CommSoft—Fast, high-powered commercial program that stores data for thousands of entries. It's difficult to learn, but it's one of the best programs available. \$250 plus \$9 shipping. To order: CommSoft, 7795 Bell Rd., P.O. Box 310, Windsor, CA 95492-0310; 800/327-6687.

For a description of nearly 75 genealogy programs, consult file IBM16.ZIP in Library 3 of the Genealogy Forum.

Macintosh and Apple II users will find about 20 genealogy programs on the market. These are evaluated in the file APPLE.SFT in Library 4, "Apple Software." Two of the most popular programs are the Personal Ancestral File from the Church of Jesus Christ of Latter-day Saints (\$35) and Family Roots from Quinsept (\$180). Ordering information is in the file APPLE.SFT.

Similar evaluations are also available in the forum's Library 5, "Other Software," for users of Atari (ATARI7.SFT), TRS-80 (TRS80A.SFT), Commodore Amiga (AMI-GA5.SFT), Commodore 64 and 128 (COM-OD4.SFT), Radio Shack Color Computer (COCO.SFT), CPM (CPM5.SFT) and Unix systems (UNIX.SFT).



try and making covenants on their ancestors' behalf so families can be eternally united. The church's 1.7 million microfilm rolls of historical documents are available for anyone to use at the main Family History Library in Salt Lake City, Utah, as well as 1,650 Family History Centers worldwide. In addition to serving as the primary resource of genealogical information for Christians, the Family History Library boasts the largest collection of Jewish genealogy in the United States.

To make the best use of these records, which include births, baptisms, marriages

and burials, you should identify your ancestors' names and geographic region. You'll then be able to discern the relationships of parents and children, siblings, and husbands and wives.

Dickey, a Methodist minister, has used church records to trace his roots back eight generations.

Jewish genealogical societies. Most Jews trace their ancestry to Europe, Eastern Europe and Russia, where the majority of religious records were destroyed in the Holocaust. But government records do exist and with diligent research can be found. Gary

Mokotoff, president of the Association of Jewish Genealogical Societies, has made the task a bit easier. A decade ago, he established the Jewish Genealogical Family Finder, encouraging Jewish genealogists to submit the names and towns of families they are researching. The Jewish Genealogical Family Finder now boasts 25,000 entries submitted by 1,700 genealogists.

While more than 40 Jewish genealogical societies in the United States and Canada assist with family history searches for those of Jewish descent, another 1,900 ethnic genealogical societies can help those of virtu-

Tools for Tracking: Favorite Genealogy Forum Files

The libraries of the Genealogy Forum (GO ROOTS) are filled with information valuable to the new and experienced genealogist. Here's a sampling:

Beginner's Guide—Excellent primer for new genealogists. Library 1, "General Information," SEARCH.TXT.

Basic Steps—Beginners' aids from the National (U.S.) Genealogical Society. Library 1, NGSHLP.TXT.

Home Sources—Genealogy sources you're likely to find at home. Library 1, CHECKL.DOC.

Genealogical Dictionary—Common words, phrases and abbreviations. Library 1, BUZZWO.RDS.

Books—Best books for genealogy research. Library 1, BOOKS.SIX.

Book Publishers—Genealogy bookstores and publishers. Library 1, BOOK-STORE.

Inquiry Letter—Tips on writing letters to modern-day descendants of elusive ancestors. Library 1, INQLTR.ARC.

Tombstones—How to read abbreviations on faded tombstones. Library 1, CEMRUB.TXT.

Forms—Blank forms, including census extraction forms, census check summary form, family group sheets, research logs, letters of inquiry, relationship charts and more. Library 1, RFORMS.ARC.

Census Information—Description of data in the U.S. Census, how to access closed records and tips on finding missing persons. An excellent primer for beginners. Library 1, CENSUS.DAT.

AutoFone 2—Software to automate Phone*File searches. MS-DOS shareware, \$15.95. Library 3, "MS-DOS Software," AUTFN2.ZIP.

U.S. Genealogical Sources—List of U.S. societies, libraries, archives and publishers. Includes ethnic genealogical societies. Library 8, "Societies & Organizations," GENSRC.USA.

State Genealogical Sources—Available in Library 8 for all 50 states and the District of Columbia. File names begin with GENSRC and are followed with the two-letter state abbreviation. (For instance, Maryland is GENSRC.MD.)

Canadian Genealogical Sources—Organizations dealing with Canadian ancestry. Library 8, GENSRC.CAN.

National Archives Fee Schedules—Fees charged for reproduction of records. Library 9, "U.S. Gov't. Archives," NAT-ARC.FEE.

U.S. National Archives Regional Branches—List of National Archives regional facilities, including addresses, telephone numbers and hours. Library 9, NATARC.TXT.

Social Security Administration's Death Index—Description of information contained in this index of 43 million death records. Library 9, CSRACD.RVW.

Using the Family History Centers—Six easy lessons on using the Family History Centers and their resources. Library 10, "Other Archives," USEFHC.ARC.

Family History Library—Quarterly newsletter published by the Family History Library of The Church of Jesus Christ of Latter-day Saints. Library 10, NEWS-34.FHL.

Holocaust Research Centers—Research centers with records relating to the Jewish Holocaust. Library 10, HOL-CAS.TXT.

THE OHIO STATE UNIVERSITY ARCHIVES



ally any nationality further a genealogical search.

National Archives and Records Administration. Located in Washington, D.C., the National Archives is an essential genealogical tool. It has millions of records on people who have dealt with the federal government, including census schedules dating from 1790 to the recently released 1920 census, military service records, ship passenger arrival records and land entry files for those who homesteaded.

Sharon Fawcett, chief of the reference services branch, advises genealogists to do as

locations. Research the 1920 census first and work backwards, since it is easier to find information on recent ancestors.

"Look for clues in the records that can lead you to other sources. For instance, a census schedule may tell you an ancestor is from Germany and the year he arrived in the United States. Then check the passenger arrival lists for more information," says Fawcett.

Regional Archives System of the National Archives. There are 12 regional archives facilities in the United States, all of which have microfilm copies of the most



Hometown records are often most valuable: Land books

much research as possible before coming to the National Archives. Know the family names and

popular genealogical resources of the National Archives, including the census schedules and Revolutionary War military records. In addition, each regional archive receives original paper records from federal agencies in the region it serves. The largest holdings are records of U.S. District Courts, which include naturalization case files and some types of civil and criminal files.

All of the Western regional archives have Native American records, the largest of which is in the Ft. Worth, Texas, facility.

Libraries. Even the smallest libraries have genealogical material about the local community that is often available nowhere else. Because genealogists find this information so valuable, it is not uncommon for the genealogy hobbyist to plan vacations around great-grandma's hometown just to use the

FAMILY HISTORY LIBRARY

local library, stroll through the cemetery with camera in hand and make a run through the local courthouse records. In addition, most counties and states have historical and genealogical societies that offer more information.

"While other tourists are destroying budgets at Disney World, genealogists are tramping around country graveyards with a clipboard and pocket tape recorder, and learning to cope with over-stressed county clerks," says Michael Kalen Smith, an historian and librarian at the Dallas Public Library. "If they're lucky, they may track down a distant, previously unknown relative and establish a new friendship. You really can't package and merchandise that kind of experience!"

Getting Organized

Recording the information you learn from your research is vital. There are dozens of recordkeeping methods. Michael C. MacCannell of Northridge, Calif., advises beginners to use a loose-leaf notebook with alphabetized sections, while Gay Spencer of Columbus, Ohio, prefers manila file folders. She uses one folder for each family name and stores in it notes as well as copies of deeds, maps and census information.

"You want to be able to see how everything relates to everything else," says Spencer. An effective way to see those relationships is with genealogy software. A number of excellent products are available, and all will help you organize those little scraps of paper into a family history that connects names, dates and documents.

"It's not hard to accumulate 4,000 names. But it is difficult to remember how person #399 is related to person #3,999," says Spencer. "Doing this on paper can be a mess, especially when you're trying to keep track of your great-great-grandparents' siblings."

Although the software doesn't do anything you couldn't do on paper, it does organize the information and makes the work faster. By sorting names and dates so you can work with a manageable amount of information while the rest is kept invisible, patterns will emerge. In addition, a large computer database that would take up several filing cabinets of paper-based information can be kept in a laptop computer and transported anywhere.

However, MacCannell warns that computers should never be a substitute for maps, deeds and other



'See how everything relates': Spencer's grandfather

printed information. "The computer is a tool that should be used in conjunction with hard-copy records," he says.

Looking Ahead

The impact of computers on genealogy has been tremendous. Online databases such as Phone*File eliminate the need to hunt down printed records. Being able to electronically connect through the Genealogy Forum with others who are doing similar research can make the process more complete and faster. Computerized genealogy databases, such as the Church of Jesus Christ of Latter-day Saints' FamilySearch, which is available on site at 1,200 church centers and selected

public libraries, offers unprecedented information access. Genealogy software allows you to enter data once and have it appear on all appropriate charts, reducing the chance for error.

The future of genealogical research is being anticipated. As scanning technology advances, more information will be available on compact discs. It won't be long before you can sit at your computer, call up a selected index, search by location, name or date, mark the desired entries and get a photocopy of the source material from a laser printer, complete with source citations. Then with just a few keystrokes you can attach the information to your genealogy program.

Computers also encourage cooperation between major genealogical research centers. Using computers, the Family History Library, National Archives, National Park Service and the Federation of Genealogical Societies are sharing data to produce a database of Civil War military records. Available in a few years, the

Civil War Soldiers System will include 5.5 million records. Civil War soldiers are survived by an estimated 50 million descendants.

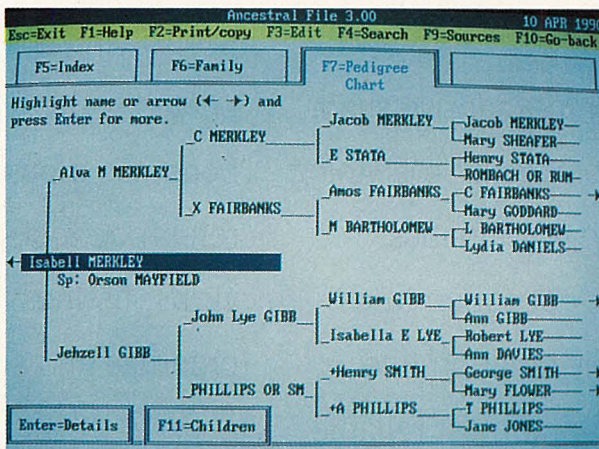
Linda Lorda Shireman of Sebastopol, Calif., who operates a research company called LifeLines, says her greatest concern for the future is access to information.

"As information about people is easier to obtain due to computer technology, people are more concerned about privacy," she says. "In recent years, valuable records have been closed to researchers. Also, as government entities scramble for funds, they become less cooperative and insist upon charging for each search, regardless of results. Currently, genealogists report having to wait more than a year after the check was cashed to receive New York vital records. I cringe to think how they will handle the increased demand as the field of genealogical research grows."

The challenge continues. Computers and online resources make research tasks easier, but the old-fashioned legwork and digging that make this hobby such fun remain.

"Miracles do happen in this work," says Bill Rubin. "All you have to do is try, and things unfold." Keep on your Sherlock Holmes hat. ◀

Cathryn Conroy is senior writer of CompuServe Magazine and book review editor of Online Today. Her CompuServe User ID number is 70007,417.



'Doing this on paper can be a mess': Online genealogy

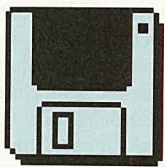
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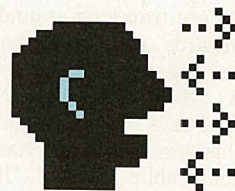
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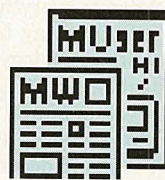
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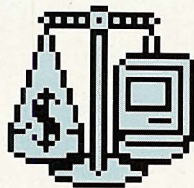
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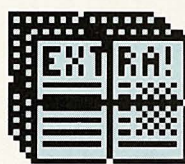
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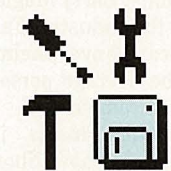


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Expo Facto

Recent PC Expo (left), MacWorld exhibits gave visitors a look at CIM: CompuServe booths

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New Tech Exhibitions

Lotus After 1-2-3, p. 25

Autodesk's Gee-Whiz Chemistry Set, p. 28

Plan to attend Comdex or other industry trade shows? Tips abound from those who've been.

Comdex, CES, CeBIT, MacWorld, PC Expo—that's where the action is. But there's so much to see at trade shows, how can you possibly keep up with all of the latest news? CompuServe's forums offer help: show previews and product announcements, tips from the showroom floor on the hottest exhibits, and advice from old hands on the ins and outs of trade show attendance. And even if you can't attend the shows, you still can keep current with the daily reports and informative discussions online.

Where and how to get a place to stay at a show is a frequent question, as hotel rooms for major shows are often sold out months in advance. "Go to the show for the last two days instead of the first two," advises Consumer Electronics Forum Sysop Dawn Gordon. "Hotels are booked solid at the beginning of the show, but after a couple of days people go home, and then you can walk into almost any hotel and get a room."

You may want to take this advice if you're thinking of attending CeBIT, the largest computer show in the world. More than 600,000 people swamp Hannover, Germany, every March to take part in this international event. "CeBIT is amazingly well organized," says computer journalist Janet Endrijonas, who has attended for eight years. "Exhibits are grouped by topics—for example, all the CAD exhibits in one hall—so you don't have to plow through all of the buildings to find something. Public transpor-

tation is good, although trolley cars are jammed with people going to CeBIT, and at times you won't be able to squeeze on." (For more information on how to get around CeBIT, see "CeBIT, the Biggest of Big Shows," p. 23.)

The biggest computer trade show in the United States is Comdex, which is held twice a year. Fall Comdex is held in Las Vegas in November. Last year's show, which featured 1,950 companies from 22 countries, boasted 127,000 attendees, according to Comdex sponsors, the Interface Group. Shuttle buses run between the seven exhibit halls. Comdex Spring, held in April, May or early June in Atlanta or Chicago with approximately 900 exhibitors, had an attendance last year of about 61,000. Originally called Computer Dealers Expo, Comdex is targeted to industry professionals such as computer dealers, distributors, resellers and senior corporate managers.

"Everyone who is anyone in the computer industry goes to Comdex," says industry analyst and syndicated columnist Larry Magid. "It's the watering hole of the industry. Fall Comdex is *the* show. But it can be overwhelming. It's not a show for the average person who wants to find out about computers."

Comdex show information starts in ZiffNet about a month before a show. Show news is posted in the editorial forums by reporters for *PC WEEK*, *PC Magazine* and *PC/Computing*. To make Comdex reports easier to find during Fall Comdex, ZiffNet created a special menu in the News and Reference section of Comdex-related material—including new product introductions, party updates, and reports about special events such as award dinners and charity benefits.

CeBIT, the Biggest of Big Shows

Each March more than 600,000 visitors—nearly the same as the number of Hannover citizens—travel to the mecca of computer folks, the annual CeBIT trade show in Hannover, Germany. Nearly 2,000 exhibitors offer their products during the eight-day event, whose name is the German abbreviation for Centre of Office and Information Technology.

CeBIT has a long history in Germany. It was originally combined with the Hannover Industry Fair, now the largest of its kind in the world. When the personal computer industry began its enormous growth, the fairs were separated because of limited space for exhibitors.

One reason for the success of CeBIT is that everyone, not only business people, can visit the trade show. There is no limited access and you don't have to register as a visitor. You just buy a one-day ticket or one for all eight days.

It's easy to go to CeBIT, but it's hard to find rooms during that time. If you'd like to stay in a hotel in Hannover, reserve your room a year before the next CeBIT. A less-expensive idea is to stay with a German family in a private home, provided by the Hannover tourist office.

The first time you visit CeBIT, you'll be impressed by the enormous number of exhibitors and exhibits, distributed over 473,000 square yards and 21 exhibit halls. (The total exhibit area is larger than 70 U.S. football fields.) So before you come to CeBIT, you have to decide what you'd like to see. Major hardware and software exhibi-

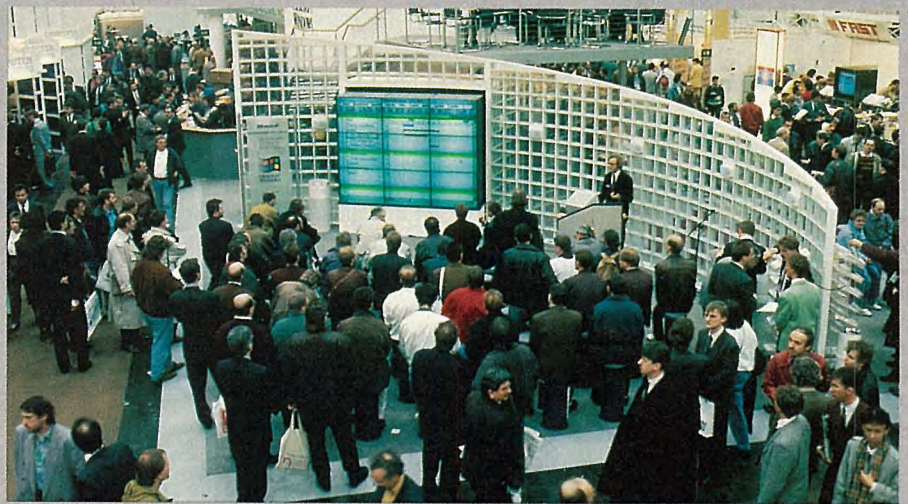
tors include IBM, Microsoft, Compaq, Novell, Apple, WordPerfect, Lotus, Borland, NeXT, DEC and Siemens. The exhibit halls are separated by categories, such as business software, networks, telecommunications and microcomputers. Ask questions there or just watch the demonstrations of new products.

In addition to the large number of German and U.S. companies represented, exhibitors and visitors also come from Canada, Taiwan, Japan, Australia, Israel, India, France, Great Britain, Switzerland and Eastern Europe. It's a nice place to meet people in the restaurants or cafés or just by walking between exhibit halls. Al-

though German is the common language at the exposition, English is spoken by many of the participants. And the Hannover people like to use their English knowledge to impress visitors in the heart of Germany.

For more information about housing at CeBIT, call the Verkehrsverein Hannover directly at +49 +511 168-0 or +49 +511 168-390. For demonstrator or ticket information, call or fax the "Messe AG" in Hannover at +49 +511 89-0 (telephone) or +49 +511 89-3 26 26 (fax). CompuServe members in the United States also can call CeBIT's U.S. representative, Hannover Fairs U.S.A., toll-free at 800/609-1202.

—Jörg Bueroße



Two-story Microsoft Windows display was a part of 2,000 exhibitions in 21 buildings: 1992 CeBIT

To reach Comdex information directly, GO COMDEX.

"In all of the forums, we ask members if there are products they want to know about," says Craig Kerwien, manager of online services for Ziff-Davis Publishing. "That's one of the most popular uses of the forum regarding shows. People who are unable to attend the show where a certain product is going to be introduced want someone to see it and give a report. Does it really do what the manufacturer says it does? Is it as buggy as they have heard?"

A popular feature in the *PC WEEK* Forum is the Comdex "Chotchka Watch," where reports are filed on the best gimmicks vendors are giving away at the show. Microsoft has given away keyboard wristpads and spongy balls. Other "chotchkas" spotted are fuzzy animals, product promo pins, bags, occasional T-shirts, bags of popcorn and other foods.

People make connections to meet at the show in any editorial forum, says Kerwien. Last year, in the *PC Magazine* Editorial Forum, about 20 sysops and forum members organized online to meet for dinner at Comdex.

One of the biggest parties at Fall Comdex is the Micrographx Chili Cookoff, where computer industry media people such as John Dvorak, author and columnist for several magazines including *PC Magazine*; Stewart Alsop, editor-in-chief of *InfoWorld*; Jim Seymour, columnist for *PC Magazine*; Dennis Allan, editor-in-chief of *Byte Magazine*; and many others cook up their best recipes. Six thousand people attended last year's cookoff, and more than 8,000 are expected this year with the proceeds going to the National Center for Missing and Exploited Children. Tickets are \$50 and can be purchased at the Micrographx booth. Shuttle buses will transport party-goers from show sites to the Thomas N. Mack Center at UNLV (the University of Nevada at Las Vegas), which has been rented for the occasion.

CompuServe has its own exhibit booth at PC Expo and at the MacWorld shows (see "Show Specials," p. 24). PC Expo, in June at the Jacob K. Javits Convention Center in New York City, has more than 750 exhibitors and approximately 75,000 attendees, according to Bruno Blenheim Inc. Although PC Expo is thought of primarily as a PC show, Apple has been exhibiting there for the past

three years, and companies such as Claris have exhibited. ZiffNet will provide daily show coverage of PC Expo featuring reports by the staffs of *PC WEEK*, *PC/Computing* and *PC Magazine* in the editorial forums.

MacWorld Expo occurs every August in Boston at the World Trade Center and Bayside Expo Center. Last year's show had 49,000 attendees and about 500 companies exhibiting, according to World Expo Corp. MacWorld is held in San Francisco in January and usually has about 63,000 attendees and 500 companies exhibiting.

Show coverage on ZiffNet/Mac starts about a month before the show in the *MacWEEK* Forum (GO MACWEEK) with *MacWEEK*'s show preview and scoops on announcements. ZiffNet/Mac has reporters posting messages and stories in the editorial forums for *MacWEEK* and *MacUser* magazines frequently during the shows. "People going to MacWorld for the first time can get a lot of advice about where to stay, good places to eat and what to look out for at the show," says Ben Templin, ZiffNet/Mac's forum manager.

MacWorld is also a popular topic in the Macintosh Forums (GO MAUG). According

Show Specials at the CompuServe Booth

CompuServe is a regular exhibitor at PC Expo and both MacWorld Expo shows. At the booth you will find representatives from Product Marketing, Corporate Communications and Customer Service.

This is your opportunity to meet and talk to CompuServe representatives, give them your feedback and ask those little questions you never get around to calling about.

At five or six computer stations, you can watch staff demonstrate CompuServe Information Manager, guide you through the Information Service, pick up tips and keep up with the newest online offerings.

The demo areas are full-featured, and the representatives can give information on all aspects of CompuServe's services. They can answer almost any question or problem—with the exception of individual billing questions.

"We get helpful feedback from members at the shows," says Sharon Baker Magee, CompuServe's evangelist. "We usually have several people at the booth who manage our software products, and they can take these suggestions back to the development team. Shows are one of our best sources of user feedback."

You also can get special discounts at the booth. Show specials vary, such as the Membership Kit for \$25 rather than \$49 (including a \$25 usage credit). CompuServe Information Manager and Navigator also are offered at discounts or with special usage credit offers.

If you plan to attend PC Expo or MacWorld and want to find out the location of the CompuServe booth, check What's New (GO NEW) for information two to three weeks before the show.

—LV

to Sysop Neil Shapiro, most of the discussion is in the Clubhouse Forum and the Macintosh Systems Forum. MAUG members post show reports and sometimes a special section on MacWorld opens while it's going on. Members use the Parties and Conventions section in the Mac Community Clubhouse Forum to make arrangements for car pooling, meetings and other events.

MAUG member David Winograd and others have been getting together and booking hotel rooms as a group, says Winograd, "We save money and get a chance to meet people we've talked to online for years." MAUG members often have a MacWorld party, announced online about three weeks before the show.

COMPUTING SERVICES

The Consumer Electronics Show is held in January in Las Vegas, and in May or June in Chicago. The shows

usually have about 1,200 exhibitors and about 65,000 attendees, says Dawn Gordon. Only one exhibit hall at CES displays computers, because CES is not really a computer show, as Larry Magid says, but "a playground for gadget freaks." This large show gets a lot of discussion in the Consumer Electronics Forum (GO CEFORUM), as many forum members are manufacturers who upload press releases to the New Products/News section and invite people to their booths for demos. A CE Forum dinner for members and sysops is arranged, and members post news online and answer questions for those unable to attend.

CompuServe's forums can be a great source of contacts and information about shows around the world. Calvin Roche of New York City, who was planning a trip to Geneva and Paris, posted a message in the IBM European Users Forum in February, asking if anyone knew when the Windows Expo would be in Paris. Yves Charier in Paris replied with the date and location of the Windows Expo, as well as the telephone and fax numbers of the show's producers.

The forums outlined in this article contain the most structured show reports, but many other forums also offer lively, informative discussions when members report back on their particular software and hardware interests. Another source of show news is Newsbytes News Service (GO ZNT:NEWS-BYTES), which has staffers at all the major computer shows and provides daily show reports. Computer trade shows are a major part of the computer world, and the information offered by the forums helps you stay in touch with the newest developments in a fast-paced industry.

Lynne Verbeek, formerly managing editor of Computer Currents magazine, is a free-lance writer based in Berkeley, Calif. Her CompuServe User ID number is 75300,600.

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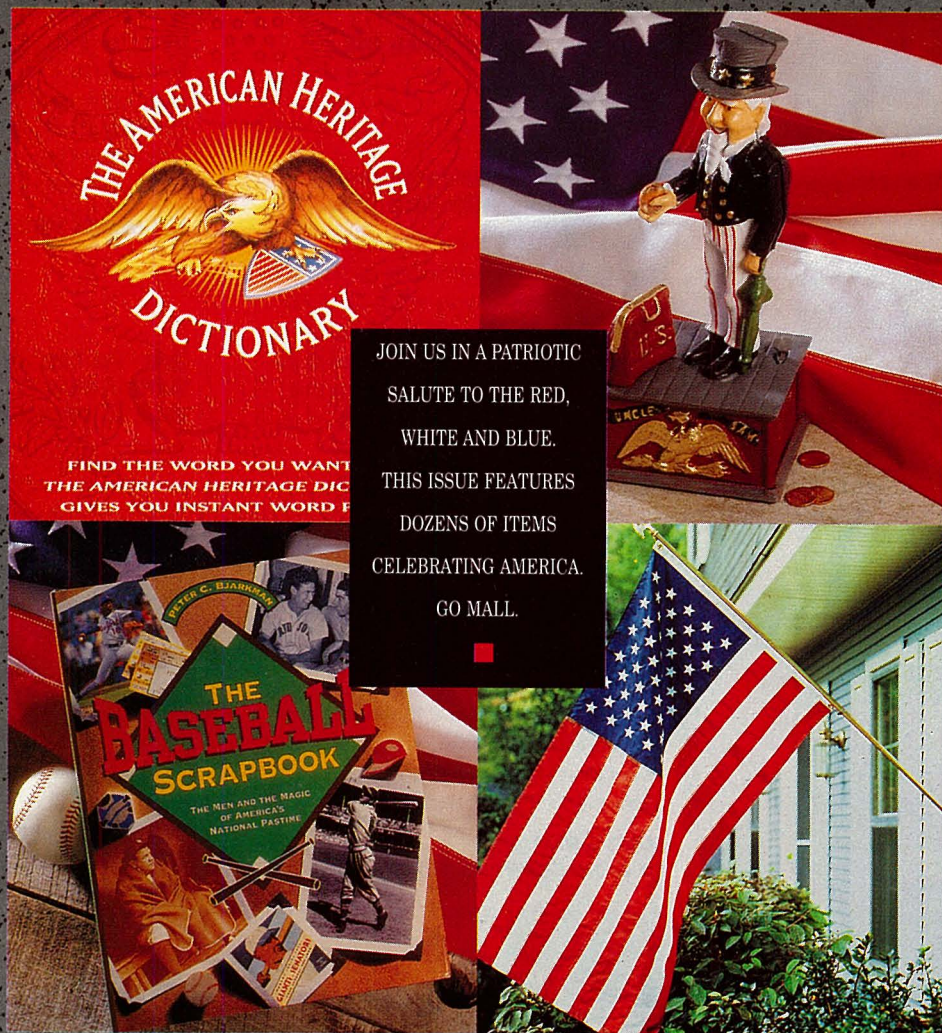
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JULY 1992



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Shop the Mall and Earn Connect-Time Credits, See Page 2

Win Prizes in the Mall's Olympic Decathlon, See Page 8

Join a Club Online, See Page 5

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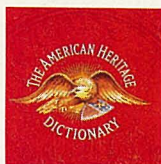
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**EDITOR'S
CHOICE
1
CHOICE
EDITOR'S**

Our pick for a hot ticket

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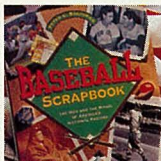
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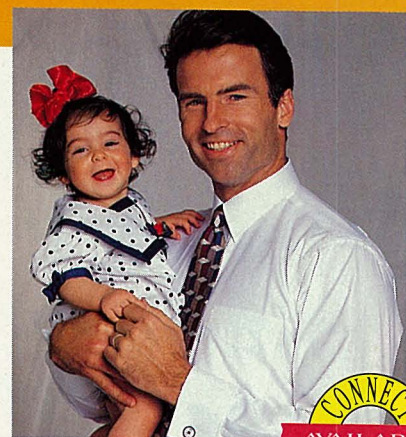
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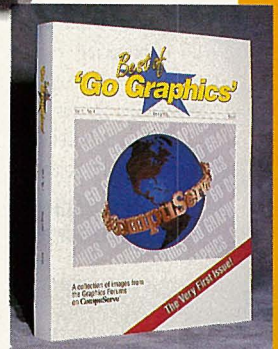
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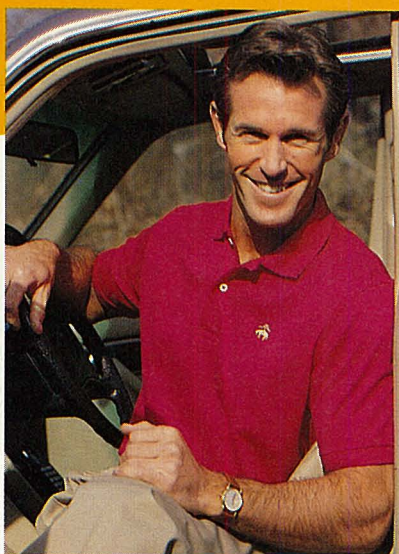
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GOLDEN FLEECE MESH KNIT SHIRT \$38**



Blast to the past with the Phil Spector 4-CD set.

The Da-Doo-Ron-Ron man is back putting you up against his glorious Wall of Sound on this new 4-CD reissue set. The Crystals ("Be My Baby," "Then He

Kissed Me"), The Ronettes ("Be My Baby Tonight"), Curtis Lee ("Pretty Little Angel Eyes"), The Righteous Brothers, Ike & Tina Turner ("River Deep, Mountain High") never sounded better. This is the long-awaited, complete collection with 60 songs from the above groups plus Darlene Love, Bobb B Soxx and the Blue Jeans, and more. Rated five stars by *Rolling Stone* and A+ by *Entertainment Weekly*.

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4-CD SET \$64.98
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Celebrate the Olympics with The Spirit of Olympia.

1991 Grammy Award nominee, David Arkenstone, celebrates the beauty, drama and ideals of the Olympic Games with this new release. *The Spirit of Olympia*, an officially-licensed product of the 1992 U.S. Olympic team, is an inspiring musical collaboration between Arkenstone and Russian-born keyboardist Kostia, along with contributions from pianist David Lanz. Limited-edition compact discs include a free, 72-pg. commemorative booklet filled with photos and essays.

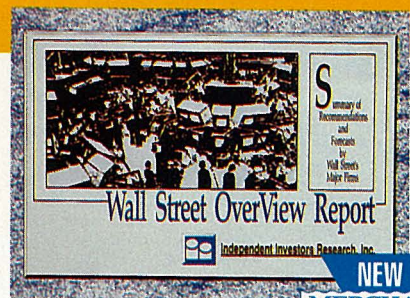
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Republicans and Democrats alike will have fun with these 6" rubber satirical figures of George Bush, Mikhail Gorbachev and Margaret Thatcher. These sturdy, squeakable pet toys also make great conversation pieces!

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As a CompuServe shopper, you are on the leading edge, shopping today the way the rest of the world will shop in years to come—electronically! We are continually striving to expand our roster of stores to provide you with the best products, services and information available. We welcome your comments and suggestions.

SHOPPERS

GUIDE

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At The Electronic Mall, there are more than 20 clubs and subscription services you can sign up for online. Become a member, and you'll save on everything from new car purchases and software, to books and electronics. Here's a brief look at a few of the clubs you can join today.

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Here's a great way to build your CD collection. Join The CD Club online and get eight CDs for the price of one! You receive four free discs now. Buy one more disc at regular Club price (\$14.98-and-up) within the next year and, after purchase and payment of your selection, you're entitled to choose three more free selections! For complete club details, GO CD.

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Become a member of The Electronic Mall Elite, the Mall's preferred shoppers club, and you'll receive five exclusive money-saving offers every month and a \$2.50 CompuServe usage credit. To qualify for membership and your \$2.50 usage credit, just complete the online shopper's profile. For details, GO MALL.

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anywhere in the continental U.S. merchants also offer one-, two- or three-day rush delivery for an added fee. In some cases, the online price includes shipping and handling

anywhere in the continental U.S.

Win prizes in the Mall's Olympic Decathlon!

In celebration of the 1992 Summer Olympics in Barcelona, Spain, The Electronic Mall is hosting its very own Decathlon. Test your skills in these ten online games. Enter one game or all ten. You could win one of many exciting prizes. All contests run from July 1, 1992 through August 31, 1992. Winners will be announced online at our awards ceremonies on September 1. Take your mark. Get set. GO MALL!

1. Barnes & Noble's "Buried Gold Contest"

We've hidden ten gold medals in the Barnes & Noble store (Mark Spitz's 1972 100-meter freestyle gold, for example). If you can find three of the medals, identify the athlete, event, and year through the official Olympic Entry Form, you could win one of five Mercury Illuminated Globes (original price: \$29.95) or one of five copies of *Webster's New Universal Unabridged Dictionary* (publisher's price: \$79.95). GO BN.

2. Direct Micro's "2400-Meter Dash"
Submit your best computer disaster story (250 words or less, please!) and how you solved it. One lucky shopper will win a 2400 baud send/receive fax capability modem. Essays will be judged on originality and humor. For details, GO DM.

3. Coffee Anyone ???'s "Olympic Globetrotters Contest"

Did you know that Coffee Anyone ??? carries coffees and teas from all over the world? Tell us five countries represented in the Coffee Anyone ??? store and pick your favorite. Three lucky shoppers will win a pound of the brew of their choice and a basketball mug! GO COF.

4. Broderbund's "Where in the World...? Olympic Quiz"

Carmen's on the loose again. This time she's been spotted in three former Olympic cities. Identify the Olympic cities from the online clues and you could win one of three fabulous Carmen Sandiego prize packages. The gold is your choice of any three Carmen Sandiego games, the silver is your choice of any two Carmen Sandiego games and the

bronze is your choice of any one Carmen Sandiego game. Choose from *Where in America's Past is Carmen Sandiego?*™, *Where in the World is Carmen Sandiego?*®, *Where in the World is Carmen? Deluxe Edition*®, *Where in the USA is Carmen Sandiego?*®, *Where in Europe is Carmen Sandiego?*™ and *Where in Time is Carmen Sandiego?*®. GO BB.

5. The Court Pharmacy's "Body Building Contest"

Take a short true/false quiz on sports, fitness and nutrition. All who complete the quiz will receive a free *The Future of Sports Nutrition* catalog. Answer the quiz questions correctly, and you're eligible for the gold, a basket of Spenco sports products (\$75 value); the silver, a year's supply of NaturalVites high-potency vitamin and mineral combo (\$42 value); and the bronze, a homeopathic sports/trauma kit (\$17.50 value). GO RX.

6. Gimmee Jimmy's "Long Jump Guess"
Tell us how many Gimmee Jimmy's cookie tins lined end to end would equal the Olympic long jump record. The shopper who comes closest to the correct answer without going over will win The Four Timer (retail value \$88), a tin of Gimmee Jimmy's scrumptious cookies every month for the next four months! In honor of the Olympics, the first cookie selection is red, white and blue M&M® cookies. GO GIM.

7. Narada's "Discus Throw"

Purchase any compact disc or request a free catalog at Narada during July or August and you become eligible to win one of five copies of *The Spirit of Olympia* CD (\$12.98 value). For details, GO NP.

8. Computer Express's "Go for the Gold Contest"

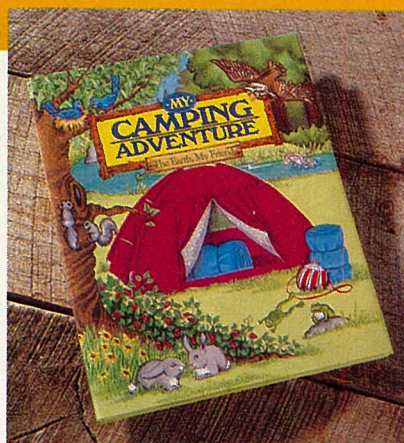
Come closest to correctly predicting the countries that win the most gold, silver and bronze medals in the Summer '92 Games and you could win one of three great prize packages. The gold is *Summer Challenge* by Accolade plus a \$100 Computer Express gift certificate, the silver is *Summer Challenge* by Accolade plus a \$50 Computer Express gift certificate, and the bronze is *Summer Challenge* by Accolade plus a \$25 Computer Express gift certificate. GO CE.

9. Penny*Wise's "Bronze Bonanza"

Every week Penny*Wise will be saluting a different bronze medal winner from past Olympics or from this summer's Games. You'll find multiple clues online to the identity of each week's bronze medal winner. Enter every week for eight weeks for eight chances to win! Three lucky shoppers who correctly identify any of the bronze medal winners will win exciting prizes including a cordless telephone with 1,000 ft. range (retail value: \$130), an attache case (retail value: \$95) or a Mont Blanc Classic Series pen (retail value: \$50). GO PW.

10. JCPenney's "Olympic Salute"

Join JCPenney, an official sponsor of the 1992 Olympics, in a salute to athletes everywhere. Check out their special selection of official Olympic sportswear online, then name three official sponsors of the 1992 Olympics, and you could win one of three Olympic logo sweatshirt and sweatpant sets (retail value: \$29.98-43.98 a set). GO JCP.



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Save \$8 on Levi's® Dockers at Sears.

Enjoy summer savings on these cotton twill Levi's® Dockers at Sears now reduced \$8. Garment-washed for softness, they're available in seven fashion colors. Choose either plain or pleated front. Average, big and tall sizes.

SEARS. GO SEARS
LEVI'S® DOCKERS REGULAR PRICE \$35 TO \$41
COMPUERVE SPECIAL \$26.99 TO \$32.99
SEARS NOW ACCEPTS VISA AND MASTERCARD



Brighten up any room with the Biedermeier-style lamp.

Handsomely simple, the Biedermeier-style lamp is constructed of solid maple and finished by hand in a light fruitwood tone with black accents. A versatile desk or table lamp, it mixes well with virtually any style or period! Measures 19 1/4" tall with 12"-diameter black parchment shade. Features a switch-on socket. Uses up to 150 watt bulb.

BARNES & NOBLE. GO BN
BIEDERMEIER-STYLE LAMP \$75



Holabird guarantees lowest prices on racquet sports equipment.



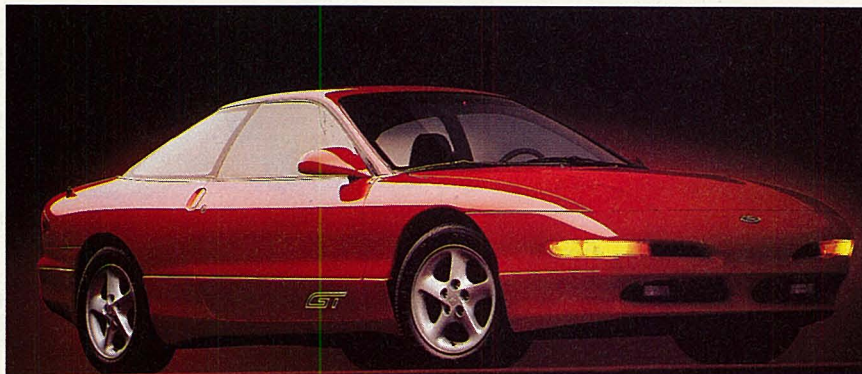
If racquet sports are your game, head straight to Holabird Sports Discounters. Holabird serves up savings and guarantees you the lowest prices anywhere on first-quality, name brand tennis, squash and badminton racquets, balls, strings, court equipment, eyeguards, shoes and more. Among the tennis racquets showcased are Prince, Head, Wilson, Dunlop, Pro Kennex, Kneissl, Spalding, Yamaha and Rossignol. Consider, for example, the Prince Spectrum 90 or 110 for only \$73.95, or the Wilson Profile 3.6 SI or 2.7 SI for only \$149. Custom stringing is available for an added charge. Also save 40-50% off retail on tennis shoes including Adidas, Diadora, New Balance, Reebok, Avia, Asahi and Nike. All orders are shipped within 48 hrs. for one low \$3.40 shipping charge, no matter how large your order! Request a free price list and brochure online.

HOLABIRD SPORTING GOODS. GO HB

Discover the 1993 Ford Probe, your direct link with the road.

The all new 1993 Probe from Ford is a driver's car. Its style and performance capture the true qualities of a "pure" sports coupe. All that matters to drivers of the Probe is the enjoyment that comes from being in direct link with the road. The new Probe is currently parked in Ford's feature vehicle garage awaiting your inspection.

FORD DIVISION. GO FORD





Sample the taste of San Francisco with the Golden Gate Gift Basket.

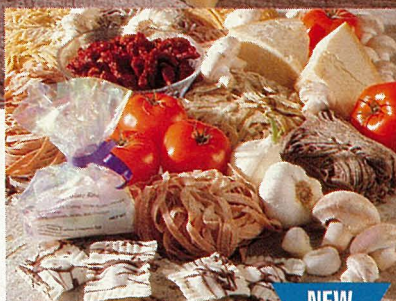
Here is a basket brimming with bounty from the Bay area! Among the San Francisco specialties you'll sample are Yellow Star Thistle Gourmet Honey, Moonshine Tradings Apricot Spread, our own fine Coffees and Mango Tea, Goldrush Sourdough Honey French Bread mix, La Tempesta Dipping Cookies, and Luke's Almond Farms own Pistachio Nuts. This lovely basket also includes a charming regional cookbook chock-full of recipes.

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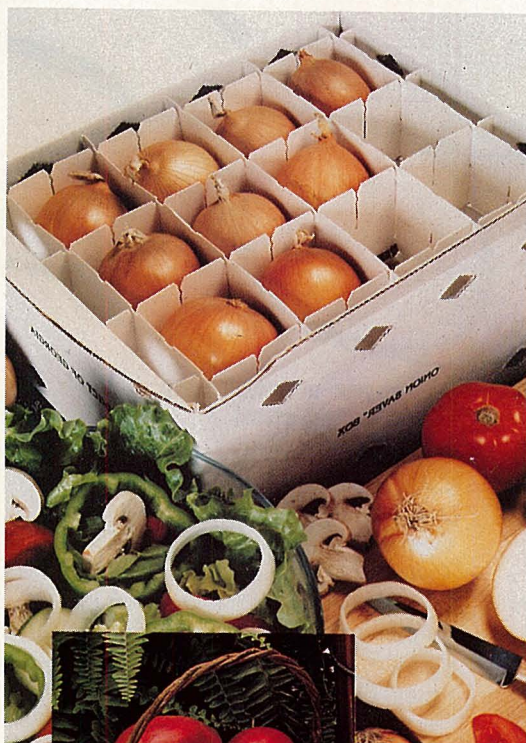
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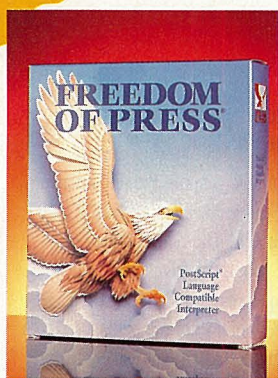
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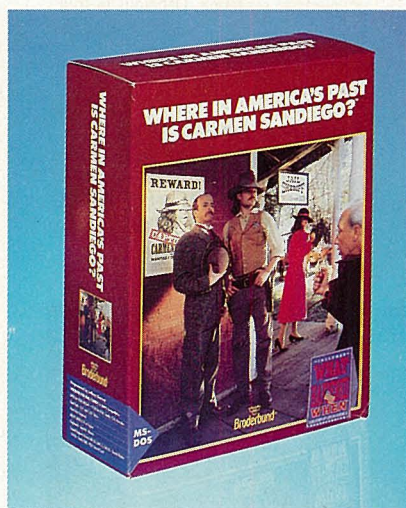
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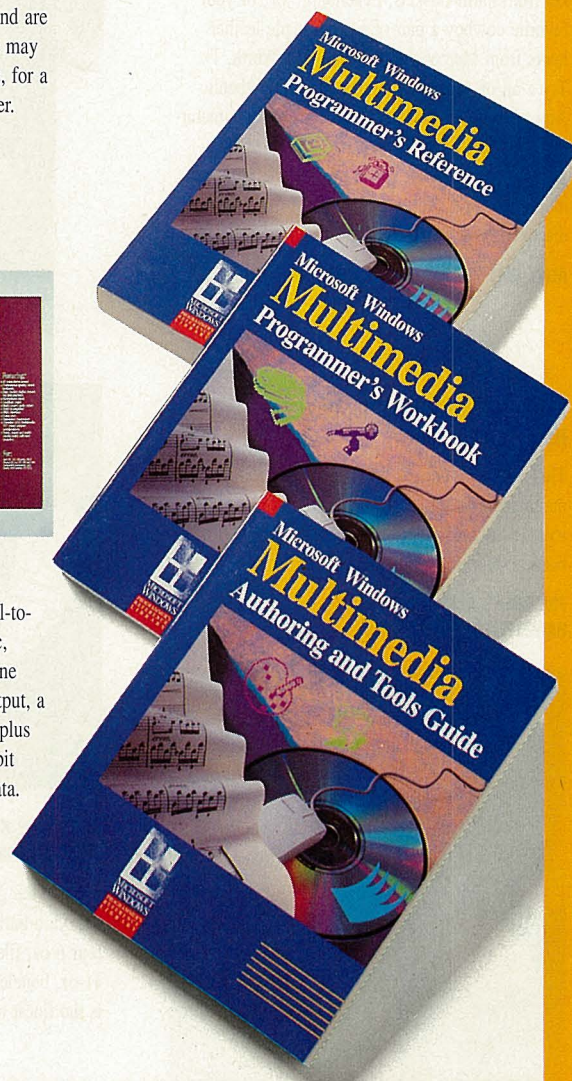
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Lotus 4,5,6 and 7

► The spreadsheet company's 'other' products are supported online.

Mention Lotus Development Corp. to any computer user, and you'll probably hear the terms "1-2-3" or "spreadsheet" in return.

But while Lotus is known around the computer world for its spreadsheet products, the Cambridge, Mass.-based software publisher also has established solid footholds in many other key parts of the industry, including word processing, electronic mail, presentation graphics and the rapidly emerging area of "groupware"—software that allows multiple network users to work on a document simultaneously.

To support its dozens of products and millions of users, Lotus maintains an extensive presence on CompuServe. The World of Lotus (GO LOTUS) provides person-to-person support as well as archived information on virtually all Lotus products past, present and future.

To keep up with the demands presented by its products and users, the World of Lotus offers three forums. The Lotus Spreadsheet Forum (GO LOTUSA) specializes in support for the company's 1-2-3 spreadsheet and Symphony integrated software packages. The Lotus Words & Pixels Forum (GO LOTUSB) concentrates on the Agenda personal information manager, Magellan file finder/viewer, cc:Mail network electronic mail software, Freelance Graphics presentation graphics program, Notes groupware, LotusWorks integrated software and Express communications program. The Lotus Word Processing Forum (GO LOTUSWP) supports users of the company's Ami Pro, SmartText, Word4 and Manuscript word processing/text editing products.

Doug Knowles, Lotus' system architect for 1-2-3 for Macintosh, says the forums serve as powerful tools for both the software publisher and its customers. "While we were working on 1-2-3 for Macintosh, we recognized that the Lotus forums on CompuServe would be a way to get information out to new and prospective users, as well as to collect feedback from users about their early experiences."

Knowles says the forums have helped to make 1-2-3 for Macintosh a better program. "We have been pleased by the amount of direct feedback about the product—compliments and constructive criticism."

Ildiko Nagy, an assistant sysop of the

Word Processing Forum, notes that while the forums help Lotus to fine-tune its products, customer service is the ultimate objective. "Our goal is to provide quality technical support through CompuServe in a timely manner. We try, and usually succeed, to answer questions left on the forum within 24 hours. We try to provide tools for our members so they can help themselves." One of those tools is the new Lotus Technical Library searchable database. (For more information, see "Using Lotus' Technical Library," p. 26.)

Barbara Allen, a Phoenix-based transportation executive and regular user of the Spreadsheet Forum, knows how effective that help can be. The forum recently enabled her to solve a problem that threatened to

turn her department upside-down.

"I've been a Lotus 1-2-3 user for many versions," says Allen. "Recently, I settled on the new upgrade, 2.3., as an all-purpose platform to write macros for co-workers and, specifically, my staff members who are fond of 2.2 with Allways."

Allen notes that many 2.2 macros were already in use by her staff, and that all were designed to end with a printed report. "Transferring the 2.2 macros to 2.3 worked fine, except for the printed reports. I couldn't get them to 'page' correctly." Since no written documentation seemed to exist, Allen put a message in the forum and got an answer the next day. "This saved me countless hours of re-doing my macros."

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Information Access

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GO OLI for more information.

Using Lotus' Technical Library

Nearly 8,000 technical notes and articles about Lotus products are now available to Lotus users on CompuServe through the Lotus Technical Library (GO LTL).

The Technical Library contains answers to common questions, offers tips and techniques for using products more effectively, and provides troubleshooting guidelines for identifying and resolving technical difficulties. The database is updated every six weeks. All information is researched and written by the Lotus Customer Support staff, and material is available for all Lotus products and releases.

The library's information is presented in a consistent technical note format. Each

note has a title, product, date, problem and solution field.

The Technical Library can be searched by navigating through its menus or by entering a search word or phrase. You also can use a combination of menu navigation and text search to quickly find information.

The starting point for any search is the Technical Library's main menu, which offers the following options:

1. Word or phrase occurring anywhere in document
2. Product Name
3. Product Feature
4. Installation/System Requirements
5. Expert Mode

After selecting Options 1 through 4, follow the submenus to reach articles. You also can narrow the search until you reach precisely the information you need.

Option 5, "Expert Mode," provides advanced-level access to the Technical Library, independent of the menu and text searches. Enclose any search expression containing special characters in single quotes (for example, '1-2-3').

No matter which Lotus product you're interested in, let the Lotus Technical Library work as your online information resource.

—JE

Tracey Siesser, a New York-based software developer, relies on the Word Processing Forum to solve small but annoying problems. "It helps in many ways: tips on how to access special characters, such as typographical quotes and em-dashes from within Ami; how to use small SmartIcons on a high-

resolution screen; workarounds from small bugs in Ami. I even received an interim bug-fix version that helped with some of my problems."

Dave Devereaux-Weber, an engineer in Madison, Wis., is a veteran member of the Spreadsheet Forum and a self-admitted

1-2-3 power user. He discovered that forum membership can even lead to a small measure of fame. "I posted a macro in one of the libraries several years ago. A sysop found it and asked if I wanted to do an article in *Lotus Magazine*." His article, "Where Am I?," was published in the November 1990 issue.

J. Stephen Yeo, an economist who runs a research institute in London, says the Words & Pixels Forum caught his interest because it covers Agenda and Magellan. A little more than a year ago, at the request of a forum member, Yeo wrote a macro that marks duplicate items in an Agenda "View" file.

"Agenda is good for classifying information by content and date," he says. "But when importing information from an external database, you can get many duplicate items, which ordinarily must be deleted manually." So Yeo created a macro—DUPE.MAC—that helps users take care of duplicate entries.

Unfortunately, the first version of the macro failed to work correctly. But in a collaborative effort with other forum members, Yeo eventually was able to get the code to function flawlessly. The software impressed the editors of *PC/Computing*, which

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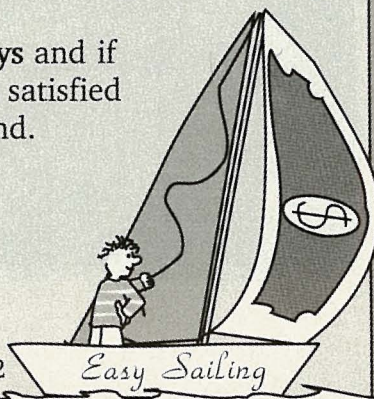
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Windows 1-2-3 Upgrade

The latest upgrade to Lotus 1-2-3 for Windows, version 1.1, is available for downloading from CompuServe. Both the Standard and Network editions are offered. You must have a copy of 1-2-3 for Windows to install this upgrade.

Enhancements to version 1.1 include support for Windows 3.1, performance increases, printing on Hewlett-Packard printers, product load time and formula recalculation.

To learn more about the upgrade or to download the software, GO LOTUS123W.

World of Lotus Forum Uploads

The three World of Lotus forums offer a wide range of demos, working models, templates, macros and other useful files. Whether you're a business professional or a casual computer hobbyist, you'll find a number of valuable files. Here are some highlights:

LOTUS SPREADSHEET FORUM (GO LOTUSA)

1-2-3 Demo—Self-running demos of 1-2-3 for DOS releases 2.2 and 3.1+. Library 0, "Product Info, Demos," 123DOS.EXE.

1-2-3 Windows Demo—Self-running demo of 1-2-3 for Windows. Library 0, 123W.EXE.

R&R Report Writer 4.0 Demo—A self-running demo of R&R Report Writer for 1-2-3, Symphony and many other programs. Library 0, RRDEMO.EXE.

Amortization Worksheet—This worksheet helps users calculate monthly loan and mortgage payments and ask a variety of "what if" questions about payment schedules. Library 2, "1-2-3 Release 2.x," AMORT1.ZIP.

CHK 1-2-3—A free Lotus utility that provides basic information about your computer. Also tells which version of 1-2-3 will run best on it. Library 3, "1-2-3 Release 3.x," CK123.EXE.

LOTUS WORDS & PIXELS FORUM (GO LOTUSB)

Freelance for Windows Model—Full working model of the presentation graphics software. The only limitation is that you can't save the files you create. Library 0, "Product Info, Demos," files FLWD-M3.EXE, FLWDM2.EXE, FLWDEM.INF and FLWDM1.EXE.

cc:Mail Demo—Self-running demo of the cc:Mail Windows Platform Pack, Lotus' network electronic mail software. Library 0, CCDEM1.EXE and CCDEM2.EXE.

SmartPics Demo—Self-extracting demo of Lotus SmartPics, a collection of clip-art for Freelance, 1-2-3 and Ami Pro. Library 0, SMPICS.EXE.

File Converter—Utility translates between LotusWorks and 1-2-3 spreadsheets. Library 9, "LotusWorks," LWKEXT.EXE.

Small-Business Templates—Several LotusWorks templates for small-business management. Library 9, SMBIZ.EXE.

LOTUS WORD PROCESSING FORUM (GO LOTUSWP)

Ami Pro 2.0 for Windows Model—A full working model of the word processor. The only limitation is that you can't save the files you create. Library 0, "Product Info, Demos," AP2WM1.ZIP, AP2WM2.ZIP, AP2WM3.ZIP and AP2WM4.ZIP.

Remove Space Macro—An Ami Pro 2.0 macro that converts blocks of spaces to a single space after a period, exclamation point or question mark. Library 3, "Ami Pro Macros," RMSPA2.SMM.

Delete Carriage Returns Macro—A macro that deletes twin carriage returns in any Ami Pro 2.0 file. Library 3, DEL-2CR.SMM.

Spanish Dictionary—Spanish dictionary for Manuscript 2.0 and 2.1. Library 5, "Manuscript," SPAN.EXE.

published the macro in its August 1991 issue.

Ironically, earlier this year, Yeo discovered that he needed to eliminate duplicate items from a database he was working on. When he couldn't find DUPE.MAC on his hard disk, he simply downloaded his own macro from the forum's Library 7, "Agenda."

"I think people find a real community of kindred souls in the message sections," says Ken Grantham, primary sysop of the Words & Pixels Forum. "Users of software such as Freelance, LotusWorks, Agenda and Notes tend to be loyal and knowledgeable about their products."

Members also can count on no-nonsense advice from some of Lotus' top developers. Reed Sturtevant, who founded the company that originally created Freelance and now is a senior executive at Lotus, serves as "support" person in the Freelance sections of the forum. Steve Colwell, one of the original developers of Magellan, still provides technical advice in that section. Bill Gross was one of the creators of the Magellan concept and, says Grantham, "while he no longer works for Lotus, he still visits the forum."

Beth Dixon, primary sysop of the Word Processing Forum, notes that the sysops in her forum are Lotus employees in the Tech Support department at the Lotus Word Processing Division in Atlanta. The sysops have access to the latest information, as well as to the people who can answer technical questions and solve customer problems.

Nicholas Delonas, a computer company executive in Brockton, Mass., and the forums' resident macros expert, appreciates the depth of knowledge available in the forums. "Add-in developers,

book writers and people from Lotus Development are available to answer questions," he notes. He also enjoys the unedited exchange of ideas. "Many consultants and 1-2-3 gurus can be remarkably frank about what's right and wrong with a product. We have some lively debates."

Delonas offers two bits of advice for new forum members: "We don't mind answering questions, no matter how trivial members might think their questions are. Also, we provide technical files that can be downloaded or read online. Browse our libraries. Although we encourage messaging, many members find information just from browsing." (For a selection of popular Lotus files and demos, see box above.)

Knowles agrees and strongly encourages users of Lotus products, and those interested in the products, to join the forum and take a look at what's being discussed. "At the very least, you will get a sense about what topics are of concern to current users of a product. You might find valuable ideas or advice about how to use a product to its best advantage."

John Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.

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How to Play with DNA

► Autodesk's pop-science series is trying to build a better molecule.

What can design models of molten aluminum during the day, simulate brain tumor growth in the afternoon, then create light shows at Tokyo discos in the evenings? It's called Rudy Rucker's Cellular Automata Laboratory, and it's turning heads in the Autodesk Software Forum (GO ASOFT).

Abbreviated CA Lab, the package is one of a new breed of computer graphics software devoted to scientific modeling. Computer screens now can simulate scientific opera-

tions that are impractical, if not impossible, to carry out in the laboratory. (See "More Graphic Talk of Computer Modeling," p. 30.)

Thanks to Autodesk's Science Series, computer users are creating laboratories inside their personal computers. For instance, CA Lab explores how individual cellular entities work as a whole, as with the slow, hair-by-hair growth of mold over cheese.

CompuServe member Peter Petto found a more practical application. He uses CA Lab to study the cooling of molten aluminum in his work with Arrow Aluminum Castings Co.

"We take aluminum, mold it into shapes and let it solidify to make castings," says Petto. "I'm looking for better ways to predict where defects will occur without going through a lot of trial and error. The 'cellular metaphor' is a way to see how cells are interacting with neighboring cells." After Petto tried CA Lab, he dropped by the CA Lab section of the Autodesk Software Forum for advice on "tweaking" the program to better model the cooling metal.

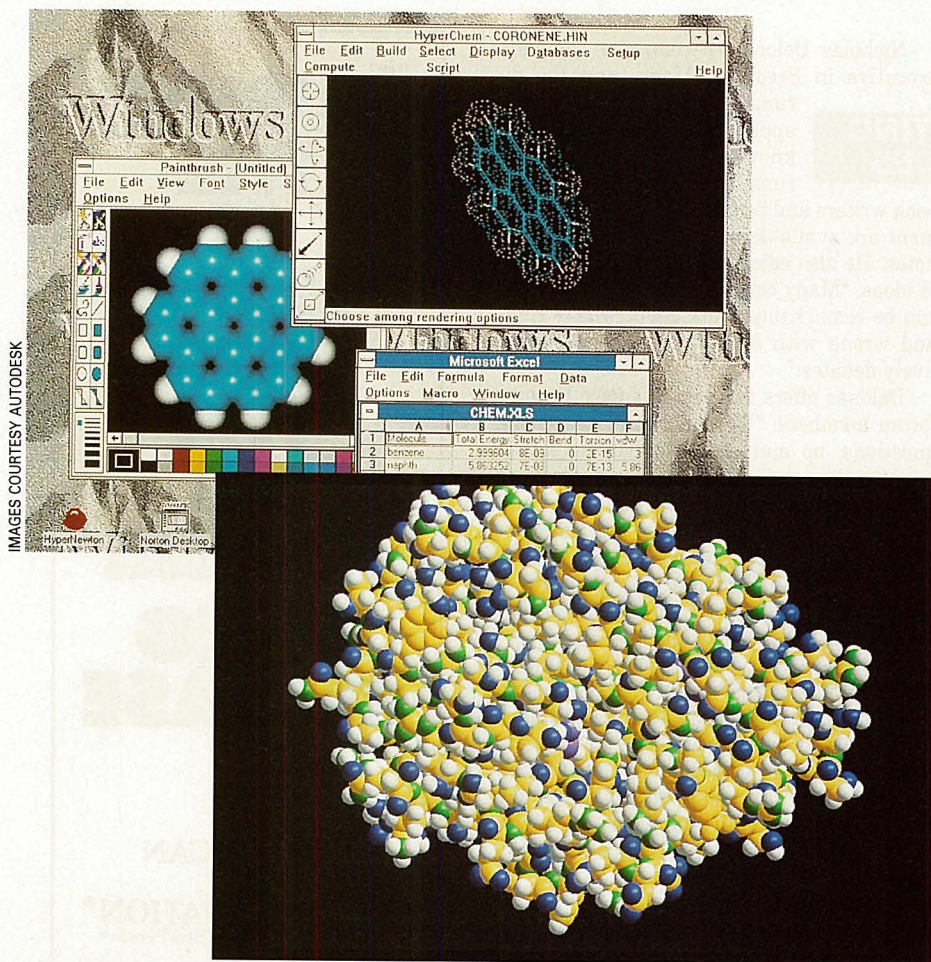
CA Lab enables users to write their own code to customize it for their uses. Subsequent applications range from serious science to flat out fun. "CA Lab was recently spotted being used to generate light shows in the Gold Disco in Tokyo," says the program's creator, Rudy Rucker.

CA Lab's sister program, James Gleick's *Chaos: The Software*, looks at another side of computer visualization. Five years ago, Gleick, a reporter for *The New York Times*, wrote the best-selling book, *Chaos: Making a New Science*. The book and software explore a newly emerging side of computer modeling known as "Chaos."

Traditionally, engineers use computers to solve practical problems. They might create computer images of air flowing over an airplane wing, then use the information to optimize the wing's design. Researchers of the "Chaos theory," however, would be more fascinated with the air flow than the actual wing.

"What happens when smooth flow begins to break down, when order gives way to chaos, when unpredictability takes over?" asks Gleick. "Theorists devised a whole assortment of ways of using computer graphics to give them insight—and my Chaos package shows exactly those graphics."

As it did with AutoCAD, Autodesk took software that once required powerful computers and brought it to the desktop level. Chaos can generate the famed Mandelbrot set, filling the screen with the spiraling results of mathematical equations. The program's other modules demonstrate a magnet's effect on a swinging pendulum and plot equations that create natural-looking objects such as trees and ferns to produce land-



A design package for the chemist set: HyperChem for Windows, rendering of aspirin molecule

AutoDesk Forum's Science Series Files

The Autodesk Software Forum (GO ASOFT) libraries offer help for HyperChem, Chaos and CA Lab users, as well as peeks at the high-powered graphics the programs can bring to the screen. Here's a sampling of popular files found in the libraries:

Craters: A Chaotic Program—Autodesk programmer John Walker created this module for Chaos, but it didn't make the final cut. Released into the public domain, it depicts meteors leaving craters on a planet's surface. Requires VGA or MCGA. Library 4, "CA Lab/Chaos," CRATER.EXE.

Cellular Automata Demos 1 and 2—Demos of CA Lab creating computations as real-time, self-generating graphics movies. Library 4, CALAB1.COM, CALAB2.EXE.

"Chaos: The Software" Conference—Transcript from Jan. 10, 1991, conference featuring James Gleick, author of *Chaos: Making a*

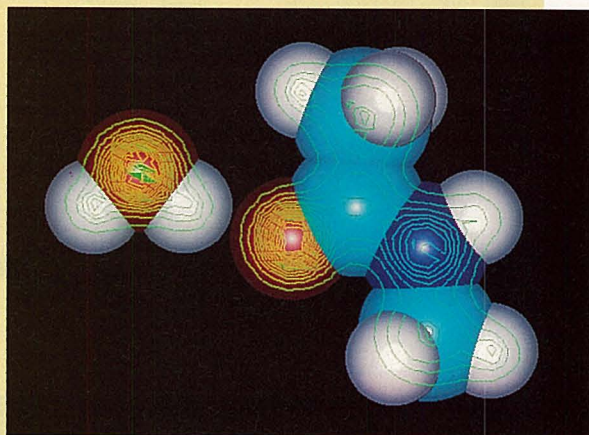
New Science, the book on which the software is based. Library 4, CHAOS.TCP.

Demonstration of Artificial Life—Compressed file with C source code and executable file described in the February 1991 *PC/Computing* story about artificial life. Library 4, TEXTCA.ZIP.

Strange Attractors—A sample screen from the Strange Attractors module of Chaos: The Software. Library 4, ATTRAC.GIF.

Aspartame Molecule—A HyperChem for Windows model of Aspartame, also known as NutraSweet, rendered as spheres. Library 8, "HyperChem," ASPRTM.GIF.

Bearing—HyperChem for Windows featuring a bearing rendered as spheres. Library 8, AXLE.GIF.



Virtual molecular mixture: HyperChem model

scapes indistinguishable from their natural counterparts. "You can use my \$60 software package on a \$1,500 computer and play with the same powerful images that scientists saw for the first time a decade ago on the finest supercomputers then available," says Gleick.

"The audience for Chaos was the education market and the 'gosh-wow' folk," says Josh Gordon, senior programmer at Autodesk. "You can use it without knowing anything about the science, and you can learn about the science with it."

Werner Krag, an ecologist in Germany, uses Chaos in the classroom to show students "chaotic" population growth in the animal kingdom, as well as the futility of making long-term predictions in the real world. "My students love the program," he says. "They stay after class to continue playing with the computer and Chaos."

Although Chaos and CA Lab appeal to the recreational as well as the scientific user, Autodesk's latest scientific modeling package is targeted at the hard-core scientific crowd. Called HyperChem, the program lets chemists create new substances through desktop computers, leaving the expensive workstations behind. Although the package is new, screen previews can be found in the HyperChem section of the Autodesk Forum.

"We're looking to do for chemistry what AutoCAD did for drafting and design on the PC," says Karyn Kambur, Autodesk product marketing manager. "HyperChem is a desktop molecular-modeling package. The current market for molecular modeling is for high-end chemists doing modeling in labs. We're looking to make this technology available to the mainstream bench chemists."

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Many research chemists swapped their test tubes for calculators years ago. By studying the mathematical properties of chemicals, chemists can predict new substances. HyperChem calculates the results of a theoretical chemical mixture and displays it graphically. The program lets users build 3-D models on-screen by connecting atoms, molecular fragments, residues or all three.

The concept can be complicated at first. Tom Slee, head of HyperChem's product support, recently helped a CompuServe member "deblobify" his DNA molecules in the Autodesk Software Forum. DNA study is a hot new field in biochemistry, and the medical/pharmaceutical industry will be a prime HyperChem market, says Slee.

"Molecular modeling is an integral part of most research and development efforts to design new pharmaceuticals," he says. "For instance, I've seen quite a bit of work connected with searching for effective anti-Alzheimer's disease agents. Simulation is generally much cheaper and quicker than actually making the molecule in a test tube and seeing if it does what you want."

Autodesk's computer simulation software blazes new territory in other areas, as well. In a further extension from its AutoCAD base, Autodesk's AnimatorPro and 3D Studio have helped create a new field called "forensic reconstruction animation." Computer animation has helped display evidence in a murder case, and many legal offices routinely use computer animation to reconstruct accidents for trials. The technique is spreading quickly.

"I have been contracting to a forensic engineering firm in Denver for accident re-

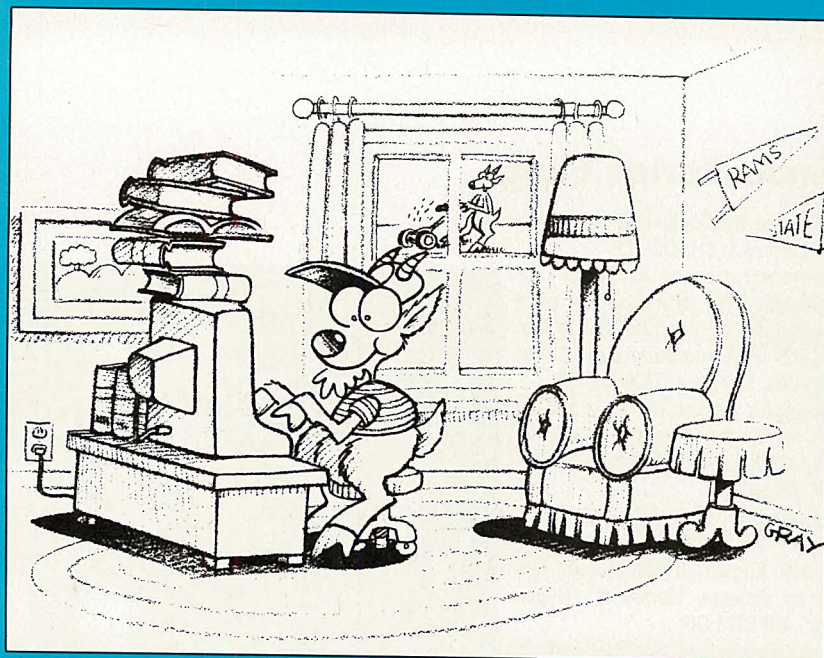
construction animations," says forum member Chris Thomas of CAT Designs Inc. in Aurora, Colo. "Most of the animations show structural failures in buildings along with the theoretical cause. I have at times needed to represent things such as air-flow patterns and clay-soil saturation/expansion. It has always been a challenge, but achievable with 3D Studio."

Thomas, an engineer by trade, pieces together bits of computer data using Autodesk's AutoCAD, AnimatorPro and 3D Studio to re-create accidents for legal firms. "I've posted technically oriented questions in the Autodesk Software Forum at 11 p.m. and had an answer within an hour," he says.

Autodesk's three science-oriented packages, HyperChem, Chaos and CA Lab, also can be used for a wide variety of applications. Autodesk Software Forum conversations shift among the programs' educational, theoretical or "pretty pictures" values. In fact, one user recently posted information about using Chaos theory to predict the stock market. Gleick, whose book described finding patterns in the market through Chaos theory, discounts the idea.

"Chaos: The Software *cannot* be used to pick stocks—no way, no how," he says. "Not only that, but in the years I've been watching this field grow, I have yet to come across anyone who could use Chaos (or any other 'mathematical' or pattern-finding method) to pick stocks. I won't say it's impossible, but it won't be easy. The stock market is chaotic, folks!"

R. Andrew Rathbone, a long-time fractal spelunker, has written several books about computing. His CompuServe User ID number is 75300,1565.



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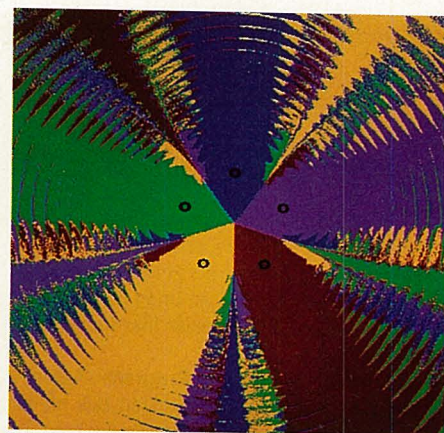
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More Graphic Talk of Computer Modeling

Computer-related graphics and modeling cross into a wide range of careers, so the topic surfaces in a variety of CompuServe forums.

Autodesk's HyperChem, Chaos and CA Lab can be used for science and education, but they aren't the only science-related programs from Autodesk. The Autodesk Software Forum (GO ASOFT) also includes discussions of the company's other graphics programs, Autodesk Animator and Autodesk 3D Studio.

CompuServe member Fred Edwards uses Animator to create "computerized movies" that show how several congenital anomalies evolve. "These animated sequences focus on conditions treated by cardiac surgeons and serve as a visual aid for what is otherwise difficult to piece together," he says.

In the Science/Math Education Forum (GO SCIENCE), educators discuss mixing science and education. In the message sections for physics, chemistry, biology and mathematics, talk frequently turns to computerized graphics and modeling, as well as black holes, gravity, microwaves, Chaos theory and string physics.

The Graphics Vendors Forum (GO GRAPHVEN) allows manufacturers of graphics hardware and software products to support their wares. Paul Mace Software's Grasp animation package and Mathematica Inc.'s Tempra painting and desktop publishing products both receive support. Beginners also can find answers to basic questions, such as "What is GIF?"

The Multimedia Forum (GO MULTIMEDIA) explores the sound and video aspects of computerized movies and presentations. Here you'll find messages about scientific and engineering visualizations and simulations, including virtual reality. Traditional multimedia applications such as entertainment and presentations also are discussed here.

Finally, nobody disputes that computer modeling, especially fractals, make for pretty pictures. The libraries of the Computer Art Forum (GO COMART) hold hundreds of pictures, ready to be downloaded and displayed on the screen. The forum also is home to the "Stone Soup Group," programmers who have joined forces to create a full-featured fractal generation package known as Fractint.

—RAR

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The information service you won't outgrow.

by Paul A. Gilster

Coming Back to Stocks

▶ As interest rates ride the floor, here's a measured online guide to starting a market portfolio.

Aided by online services, today's investors are more independent and better informed than ever before. No longer content merely to take advice from brokers and monitor their accounts from afar, these stock pickers are putting CompuServe resources to work.

MONEY MATTERS

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To the casual and serious investor alike, we vow to provide sanity when the bulls and bears run wild; indeed to explain and inform. Where money matters, we'll provide the means of attaining discretion and thus the better part of financial valor.

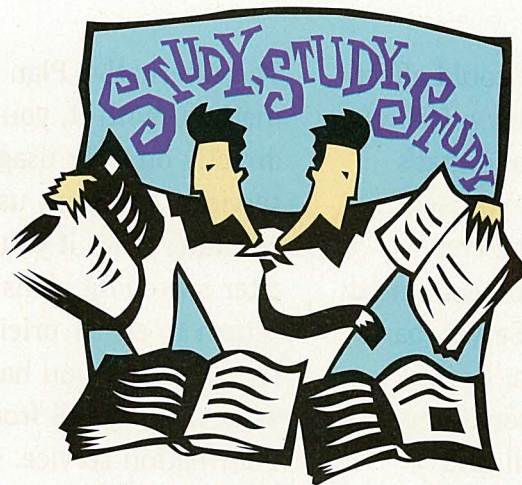
▼
The Market Attracts
New Money

▼
Online Brokerage
Services, p. 34

Although they've recently soared to all-time highs, stocks continue to attract new money. For many investors, they're the only alternative. With the U.S. Federal Reserve's cuts in the key discount rate, returns on money market funds and certificates of deposit are lower than ever.

And whatever its current state, the market continues to appeal because it's one place where long-term investments pay off. Between 1980 and 1990, the U.S. stock market, as measured by the Standard & Poor's 500 index, returned an average 18.2 percent annual rate of return, compared to 12.1 percent for government bonds. Over a 20-year period, stocks beat bonds by a margin of 12.8 percent to 9.6 percent, and both easily outpaced money market funds and CDs.

The potential of maximizing returns has many investors interested. Here's how you can use CompuServe to get involved.

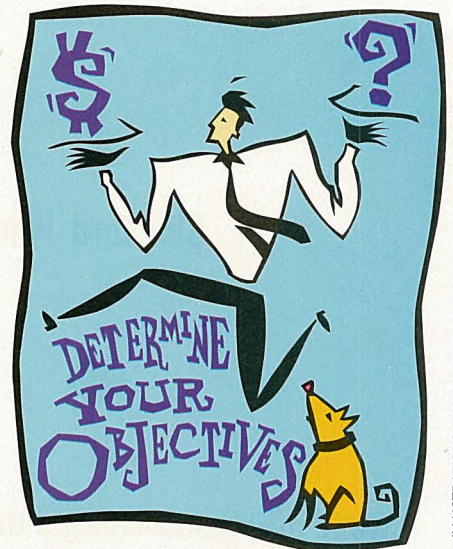


Chance favors the prepared mind, in stocks as well as life. Begin your online quest in the two forums devoted to investments: The Investors' Forum (GO INVFORUM) attracts everyone from novices to seasoned traders, with an emphasis on market timing and chart reading. The NAIC Investor Education Forum (GO NAIC), sponsored by the

National Association of Investors Corp., brings a long-term, fundamentally oriented philosophy to the investment process.

Which books to read to pick up basic investing concepts? Look no further than the Investors' Forum, where Sysop Mike Pietruk has recently polled members on their selections. Some popular picks: Peter Lynch's *One Up on Wall Street*; William O'Neill's *How to Make Money in Stocks* and Benjamin Graham's classic *The Intelligent Investor*. You'll find other possibilities in files BOOKS.MKT and BOOKS1.MKT, in Library 15, "The Novice Investor."

Other good sources for information, according to Investors' Forum regulars, include financial publications such as *The Wall Street Journal* or *Investor's Business Daily*. And, although its conclusions are often challenged in the forums, members still tune into Louis Rukeyser's *Wall Street Week* television program.



ILLUSTRATIONS BY KIRK RICHARD SMITH

How do you know which stocks will suit your financial outlook and your temperament? Sorting out the issues calls for a solid set of investment objectives. It's a call only you can make, but don't hesitate to discuss it with people who have weighed similar questions in the Investors' and NAIC Forums.

Is it aggressive growth you're after, or the security of a blue chip company? A young high-tech firm on the move may yield scant dividends now, but pick carefully and you could find the next Microsoft or U.S. Surgical. A slow grower such as a utility will let you sleep at night through good times and bad, generating a reliable dividend, but its price won't skyrocket. In general, the greater the potential gain, the greater the risk.

Be prepared to get more advice than you expect on the forums, and always balance it against your own objectives. Chris Pantaleoni, a Boston-based computer consultant, regularly frequents the Investors' Forum. "Con-

sider the individual who asked if he should sell IBM," Pantaleoni says. "I stopped counting the responses after 60 or so."



Through reading and forum participation, you may already have found a number of interesting stocks. Now take a look at which stocks online analysts like by using CompuServe's powerful tools. As you explore them, remember that many of these areas carry a transaction surcharge. But you often can avoid the fee while you're learning the ropes by using H&R Block Inc. (symbol HRB) as your sample company.

Here are the key areas to check:

A lot of information on the worldwide economy is available in MMS International (GO MMS). But the key to market participation is focus. Hone in on MMS International's daily equity reports, which not only track political and market events but also provide a portfolio of currently recommended stocks. Additionally, MMS picks "Stocks of the Week," analyzing particular issues the company believes are promising.

Getting stock ideas from MMS can pay off handsomely. John Crawford, a consultant for the lumber business in Portland, Ore., monitors the service on a daily basis, sometimes for primary research and sometimes as a check on information he's gathered through other databases on CompuServe, such as Value Line. His most recent winner: Pacific Health Care, an MMS pick at 39 3/4 that later traded over 50.

You'll find investing strategies and data on more than 4,700 companies in the Standard & Poor's S&P Online database (GO S&P). For now, focus your attention on the company's master list of the stocks its analysts favor. Here, you can examine S&P's picks for long-term capital build-up or long-term total return. Also, don't miss S&P's Investment Ideas section, with numerous stock picks under such headings as growth stocks and speculative/cyclical plays.

Key Financial Services for Selecting Choice Stocks

Here's a list of valuable financial services on CompuServe to help you pick your stocks. It's always a good idea, when entering a new service for the first time, to take advantage of the introductory material you'll find in the main menus.

Company Analyzer (GO ANALYZER)

—If you are conducting in-depth research on a single company, Company Analyzer provides an effective launching platform to easily access all of CompuServe's financial databases. From the main menu, you can obtain a company's stock chart, income statement, earnings estimate and other research reports quickly and concisely.

Company Screening (GO COSCREEN)

—COSCREEN searches the Disclosure II database, which contains more than 10,000 companies, selecting stocks based on the criteria you define. Twenty-four categories are available for searching, such as total assets, book value, sales, net income, cash flow, price/earnings ratio and other variables. Searches can be combined to create a strategy meeting almost any investment objective.

Disclosure II (GO DISCLOSURE)

This database contains detailed company information based on documents filed with the Securities and Exchange Commission. Income statements, balance sheets, quarterly financial figures and a wide range of corporate information are available.

Detailed Issue Examination (GO EXAMINE)—Examine lets you produce reports for individual stocks, generating infor-

mation on capitalization, volatility and risk. To help identify ticker symbols, GO LOOKUP to search the MicroQuote II database by the name of the company.

Earnings Estimates (GO IBES)—The Institutional Brokers Estimate System contains consensus earnings estimates on more than 3,400 corporations, compiled from more than 2,500 professional securities analysts. Earnings are estimated for the current and following fiscal year, and a five-year projected average annual growth rate also is provided.

Executive News Service (GO ENS)

Using ENS, you can construct a folder containing search terms, and choose which news wires you'd like it to monitor. The service collects stories containing your term and saves them for retrieval. News wires of particular interest to investors include AP Financial, the Reuter Financial News Service, OTC NewsAlert and UPI Financial.

Investors' Forum (GO INVFORUM)—Everything in the investment world is covered here, from futures and options to mutual funds. Of particular interest are two message areas, one focused on stocks and one devoted to questions of novice investors. In addition, many helpful threads have been collected in the forum libraries.

MMS International (GO MMS)—MMS offers key economic data through a variety of reports. Federal Reserve information and forecasts are available, as are analyses of key economic indicators. Of particular interest to investors is the MMS

Daily Equity report, analyzing technical and fundamental factors behind the markets.

Money Magazine Financial Information Center (GO MONEYMAG)—Money Magazine's FundWatch Online is a useful database for screening and obtaining detailed reports on more than 1,900 mutual funds under a variety of criteria.

NAIC Investor Education Forum (GO NAIC)—If you favor the long-term approach, you'll find the NAIC Forum to your taste. Managed by the National Association of Investors Corp., this is a place where members of NAIC investment clubs can discuss the various factors that go into good stock selection. Complete details about NAIC participation are available online.

S&P Online (GO S&P)—The Standard & Poor's database provides business summaries, earnings estimates, background information and estimates of future performance. The company also makes available a useful master list of stocks and an Investment Ideas section offering stock picks in a variety of categories.

Value Line Corporate Reports (GO VLIN)—Value Line's financial and statistical information includes balance sheets and income statements, a report on funding sources and a study of key ratios useful in gauging company performance. Quarterly reports include sales, earnings per share, net income, dividend and stock price data.

How to Buy Stocks Online

If you're doing your own research online, why pay full-service brokerage fees? When fixed commission rates were abolished in 1975, discount brokers offering to perform stock transactions without the advice and research provided by the full-service houses sprang up. CompuServe offers three brokerage services that can save you money and let you place orders day or night.

In addition to placing orders, each online broker offers advanced features. You can easily place limit orders for your trades and, after orders are in place, enter stop or stop-limit orders. Real-time quotes are available for those willing to pay the monthly exchange fees.

E*Trade (GO ETRADE), CompuServe's newest brokerage service, offers a cost-effective means of managing investments. Through the efficiencies inherent in its highly automated system, and with 10 years of experience in computerized trading, E*Trade has one of the lowest deep discount commission schedules in the industry. E*Trade also offers Black-Scholes' option price analysis, a powerful tool for options traders. There is no surcharge over connect-time fees while in E*Trade, which translates into even greater savings.

The Quick*Way Online Brokerage Service (GO QWK) gives you 24-hour access to your account. Orders placed by computer are executed as received, or when the market opens. Both stocks and options can be purchased, with the capability of reviewing, chang-

ing or canceling your orders as necessary.

A service of Quick & Reilly, Quick*Way also makes it easy to check your portfolio value; numerous portfolios can be tracked simultaneously. A portfolio's income and unrealized gains and losses are updated each time you check them, while quotes on stocks, options, indexes and mutual funds are always near at hand. Accounts can be opened by completing an online application form; additional documentation is available on request from Quick & Reilly in its online feedback area.

Spear Rees & Co. (GO SPEAR), a wholly-owned subsidiary of Spear Financial Services Inc., offers Spear Online, a brokerage allowing you to trade stocks, bonds, options, mutual funds and a variety of other products. Portfolio holdings can be checked at current market values, while a complete transaction history is available for tax or other purposes. Prices of other stocks, mutual funds, options and indexes can be checked online.

Spear also offers the Trader's Advantage Program, allowing traders to buy and sell 10 stocks chosen for their volatility and short-term trading opportunities, commission-free. You can open a cash account with Spear online, and begin trading as soon as funds are in the account. Spear will send you a trading ID number and password via CompuServe Mail.

—PAG



So far, you've generated a list of stocks that other people think are interesting. Now strike out on your own. This is the heart of the online search. As you work through the following services, note companies that appear more than once. If a stock is an MMS pick or appears on S&P's Master List and also shows up in your screening, you'll want to mark it for closer investigation.

To fit your objectives to the market, use Company Screening (GO COSCREEN). You can search annual and quarterly reports and other financial information in the Disclosure II database of more than 10,000 companies, selecting the ones that meet your criteria. Updating its numbers with the latest closing prices, COSCREEN lets you search by a wide range of factors—24 in all—combining searches and narrowing the range as you go.

Your investment objectives come into play here. Christopher Worth, a biomedical engineer at the University of Louisville Brown Cancer Center in Louisville, Ky., knew what he was looking for: low debt, increasing net income, increasing sales, a good return on equity and enough volatility to keep things interesting.

Worth combined all these criteria in a search on COSCREEN, generating a number of stocks that have since risen more than 30 percent. "If only I had had enough money to buy some of each of those," says Worth, "I would have quit work this morning."

Reading helps you know what to look for in a stock. O'Neill, for example, picks winners by studying seven key factors: quarterly earnings per share; annual earnings increases; positive changes within the company or industry; low number of shares outstanding; relative strength compared to the general market; institutional sponsorship; market direction. You will refine your own criteria as you gain experience.

The great value of COSCREEN is its ability to be customized. When Russell Parr developed a new set of investment criteria for his book *Investing in Intangible Assets: Finding and Profiting from Hidden Corporate Value* (John Wylie and Sons, 1991), he used COSCREEN to winnow out 10 stocks before publication. One year later, his stocks were up 51 percent, while the market showed only a 24 percent increase. Parr's criteria: companies that create and manage intellectual property, such as patents, trademarks and copyrights.

Parr found them in COSCREEN. "I start by looking for high profit margins and strong growth," he says. "I usually pick an industry

MONEY MATTERS

in which I'm interested and which I know is dominated by technology, trademarks or copyrights. My portfolio was no more risky than the diversified general stock market."



Once you've generated a list of companies with COSCREEN and have cross-checked it against your earlier research, a variety of services can help you study their financials. Don't buy anything without investigating a stock's performance over time, relating its current price to its historical highs and lows. At this point, you're a detective. You want to find out all there is to know about the stocks on your short list.

Use the Detailed Issue Examination service (GO EXAMINE) to check recent closing prices, the number of outstanding shares and the stock's beta (a measure of its volatility compared to the overall market). You'll find 52-week highs and lows here. If you'd like to see historical price and volume data in chart

form, the Historical Price and Volume Graphing service (GO TREND) can generate it on-screen, provided you're equipped with appropriate hardware and software. (CompuServe Information Manager has the necessary graphics capabilities.)

Now turn to the core financial databases. Disclosure II (GO DISCLOSURE) contains detailed information from documents filed with the Securities and Exchange Commission. No other area on CompuServe offers as thorough a look at a given company.

The sheer volume of data can be intimidating. But here are some key factors, as drawn from Peter Lynch's *One Up On Wall Street*. Study Lynch to help clarify the terms:

- ▶ The company's price/earnings ratio compared to its growth rate. If the p/e ratio is less, you may have found a bargain.
- ▶ The company's cash position; cash is a sign of prosperity.
- ▶ Debt versus equity; a normal balance is 75 percent equity, 25 percent debt.
- ▶ The firm's dividend history.
- ▶ The firm's book value. Be wary of overvalued assets and counterbalancing debt.
- ▶ Its cash flow; look for what's left over after normal capital spending is taken out.
- ▶ Its inventory position; note that inventories shouldn't grow faster than sales.
- ▶ Its pretax profit margin; this is a measure of a company's staying power in hard times.

Value Line Corporate Reports (GO VLINE) produce a wealth of information on more than 1,700 companies. Check first of all the Value Line Forecasts (GO VLFORE), which predict how companies will fare in the market over the next three to five years. They're a good way to compare your judgment with that of professionals.

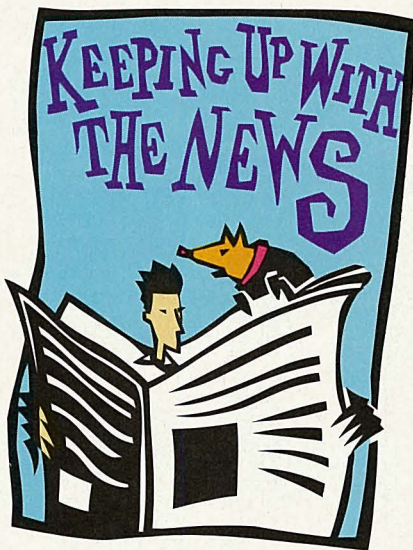
Alan Boyer, a quality control engineer in Kansas City, Mo., has used data from Value Line and other databases to considerable advantage. His winners include Coca Cola, Ivax, Pepsi, Merck and U.S. Surgical, while a discussion on the Investors' Forum led him to buy Recognition Equipment, another winner.

Return to Standard & Poor's Online to look at its company profiles. From the Company menu, select Option 6, "Market Action," to determine S&P's ranking of your stock. This measurement is based on long-term earnings and dividend performance. A wide disparity between your view of the stock and that of the S&P analysts should cause you to re-evaluate.

Bill Middleton, an Atlanta-based computer consultant, used S&P Online when he became interested in New England Electric. An examination of the company's background, earnings, revenue trends and dividend history was a critical factor in his making the decision to invest. S&P's high ranking of the company was the clincher.

Turn now to the Institutional Brokers Estimate System Earnings Estimates (GO IBES) to see earnings estimates for more

than 3,400 publicly traded corporations. The reports give a consensus opinion that tells you what knowledgeable people think of your company. If your previous research, for example, has led you to believe earnings will be higher than expected, you may profit by getting in on the stock before the price rises to reflect the change.



Use the Current Quotes Database (GO QQUOTE) to keep up with any issues you're seriously considering. And don't neglect the value of your online clipping service. Follow a company on a daily basis by setting up a folder in the Executive News Service (GO ENS), which will pull any story mentioning the company that moves across the wire service you select. That way, you'll always be up on news that could affect the stock's price.

By now, you should be ready to buy. Remember that there's no such thing as an infallible stock selection method. But by involving yourself in the investment process, you have increased the odds of success by mastering your own goals and spotting the kinds of companies that are likely to work for you. Picking winners isn't easy, but going online with the search just might offer the best return you've ever had on your computer. ◀

Paul A. Gilster is a free-lance business and computer writer based in Raleigh, N.C. His CompuServe User ID number is 73537,656.



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by Patricia Harris & David Lyon

More Than Louvre



PHOTOGRAPHS BY DAVID LYON

Surreal, multicolored water sculpture may be the most fun of Paris' outdoor art: At the Centre Georges-Pompidou

TRAVEL

CM's Travel Credo:

Bring us your tired, your weary, your forlorn spirits and we pledge to ship you out to London, Tokyo, Budapest, maybe even a Wyoming dude ranch. Lengthy luxuries, quick-hit getaways and memories guaranteed.

▼
A Gallery of French
Galleries

▼
Travel Tips, p. 38

Beyond Paris' museum mainstay are humbler remembrances of people and the quest for *l'amour*.

Good museums are shrines to people and events too important to forget. Paris has a long memory, and more than 80 museums, though only a handful draw the lion's share of the crowds.

We're fans of the Louvre, perhaps the world's greatest art museum, but we're also drawn to the smaller institutions, those that resemble an intimate Parisian family scrapbook. Devoted to a single person or subject, they convey the city's spirit by revealing its fascinations. Moreover, trekking to museums off the tour bus route brings you in close contact with the city itself. Each museum foray leads to another neighborhood, another window on life in Paris.

In the 'Marsh'

Le Marais is one of Paris's most welcoming districts—an old section where narrow streets house delectable *pâtisseries*, art and design supply stores, antique shops and jewelry boutiques. In the heart of Le Marais is the Musée Carnavalet—a Parisian self-portrait. This restored Re-

naissance palace details Paris' history from Neolithic encampment to modern metropolis. It's a good starting place for any Paris visit because it imparts some quick lessons about French politics and personalities. But the true subject of Carnavalet is *ambiance*—the succession of decorative and personal styles in this most stylish of cities. Visit the bedroom of nostalgia artist Marcel Proust, and remember that in Paris, memory is everything.

Place des Vosges, the oldest square in Paris, lies in the east end of Le Marais. La Maison de Victor Hugo, dedicated to one of France's best-loved authors, occupies a prime corner of this placid plaza. Hugo was immensely popular and the rich furnishings of his comfortable home attest to his wealth, just as his pen-and-ink sketches on the walls testify to his multiple talents. For all his privilege, Hugo never lost his passion for human rights, touchstone of his stories and politics. A bust by his friend Rodin seems to best capture the vigorous spirit of the author of *Les Misérables*—successful, elegant, driven.

Up in the Hills

A trio of museums in the hilly, upscale Passy residential district hints at the many

A Paris Gallery Guide

Sunday is museum day in Paris with many large museums—including the Louvre—offering half-price admission to Parisian families on an outing and to tourists alike. For serious museum-hopping, a Museum Pass Card (available at Tourism Information centers and most participating museums) opens the doors at 63 museums and monuments in and around Paris. A one-day pass costs about \$10; a pass for five consecutive days runs approximately \$30. While a few museums have no admission fee, most charge from \$2 to \$6. A pass may offer substantial savings for avid museum-goers, although some museums do not participate in the program. Most museums are closed one or two days a week, so plan ahead.

Ready to go? Consult this list from the authors and a current guidebook. Pick up several *carnets* (discounted batches of 10 Métro tickets), one of the ubiquitous little red books of street maps, and set out to see the town.

Musée Carnavalet

(Musée de l'Histoire de Paris)

23, rue de Sévigné

Métro: St. Paul

Closed: Monday

Maison de Victor Hugo

6, Place des Vosges

Métro: Chemin Vert

Closed: Monday, holidays

Maison de Balzac

47, rue Raynouard

Métro: Passy

Closed: Monday, holidays

Musée du Vin

rue des Eaux

Métro: Passy

Musée Clemenceau

8, rue Franklin

Métro: Passy

Closed: Monday, Wednesday,

Friday

Crypte Archéologique

Parvis de Notre-Dame

Métro: Cité

Musée de la Déportation

Quai de l'Archeveche de

Notre-Dame

Métro: Cité

Musée National Eugène

Delacroix

6, Place de Furstenberg

Métro: St. Germain-des-Prés

Musée National Auguste

Rodin

77, rue de Varenne

Métro: Varenne

Closed: Monday

Musée de Sculpture

de Plein Air

Quai St. Bernard

Métro: Jussieu



Nearly hidden in a St. Germain cul-de-sac: Delacroix museum

Musée de la Musique

Mécanique

Impasse Berthaud

Métro: Rambuteau

Closed: weekdays, except holidays

Musée de la Poste

34, Bd. de Vaugirand

Métro: Montparnasse-

Bienvenüe

Musée de la Parfumerie

9, rue Scribe

Métro: Opéra

Closed: Sunday

faces of Paris. La Maison de Balzac was more hideaway than home for Hugo's contemporary, Honoré de Balzac, best remembered for *The Human Comedy*. A man of ferocious appetites and melodramatic flair, Balzac stashed himself in this hillside cottage to write and evade his many creditors. When they knocked at the door, he slipped out the back to the street below, his great bulk swathed in his trademark black cape.

The ancient wine cellars of nearby Passy Abbey now house a museum devoted to the soul and solace of France: wine. The damp, winding corridors of the Musée du Vin are punctuated by earnest dioramas on making, selling and (of course) drinking wine. It's not exactly the wax art of Madame Tussaud, but real substance lies at the end: the tasting table. For a few francs, fine wines can be sampled by the glass.

Uphill from the wine museum stands the modest quarters of one of France's modern heroes: author, playwright and statesman Georges Clemenceau. The residence, identified only by a small poster on the door, remains untouched since his death in 1929. The Musée Clemenceau is a strangely mov-



Abstract work by Russian artist Zadkine opens the garden: Musée de Sculpture de Plein Air

ing place, inhabited still by the spirit of the man who restored French morale as minister of war during World War I. With his love of human rights, justice and country, Clemenceau remains the measure of a French statesman.

The Human Chronicle

History and memory converge in Paris; the persistence of the past and weight of the present are best expressed in two "museums" that flank Notre-Dame Cathedral on the Ile de la Cité. An underground entrance on the cathedral plaza leads across time to the Crypte Archéologique—the surviving foundations of homes and shops of the ancient Roman city of Lutecia. Superb displays in French and English explain the growth of the city from 200 B.C. until Baron Haussman's sweeping redesign of the capital in the mid-1800s.

Behind Notre-Dame is the solemn Musée de la Déportation, a memorial to the 200,000 people deported from France to perish in the concentration camps of World War II. The museum is an experience in claustrophobia. Narrow, blind staircases descend to a high-walled stone courtyard that bespeaks imprisonment. Gouged out of the hillside is the shrine itself, a grotto where 200,000 tiny white lights recall the dead. The simple, moving motto of this museum memorial: "Forgive, but do not forget."

The Artist's Hand

After World War II, the intellectuals of the Resistance invented existentialism in the cafés of Les Deux Magots and Café de Flore on the busy Boulevard St. Germain, sometimes rubbing shoulders with the likes of Hemingway and Picasso. Nearly a half century later, this is still the place to partake of the classic café scene: couples of every age and gender combination crowd around tiny tables piled high with Gauloise butts and espresso cups.

Artist Eugène Delacroix may deserve the credit for setting the neighborhood on its bohemian path. He lived and worked on a nearby cul-de-sac, laying much of the groundwork for the modern art explosion in Paris. His three-story pink stucco house is now the Musée National Eugène Delacroix. The intimate apartment and *atelier* give a real feel for the daily life and work of this successful 19th-century artist, blessed with a modest home, a charming garden and a

Online Travel Tips

Many CompuServe members call Paris home at least part of the year. Logging on is easy from the City of Lights, especially with the recent reduction in Infonet charges. Best bets for connecting with Parisians or with frequent travelers who know Paris well are the Foreign Language Forum (GO FLEFO), the IBM European Users Forum (GO IBMEURO), and the standby for most travel, the Travel Forum (GO TRAVSIG).

The Travel Forum has a file (Library 8, "Europe," PARIS.HTL) listing about a dozen hotel recommendations in a variety of neighborhoods and price ranges. They're all traveler-tested and vary from about \$35 to \$90 per room. There's also hope for those who don't like to book in advance. The offices of Les Hostesses de Paris in the train stations or the French Tourism Office at 127 Champs d'Elysées do a good job of

matching travelers with accommodations in most price ranges.

Parisian and CompuServe member Yves Charier recommends the three-star Hôtel La Belle Epoque in his 12th *arrondissement* neighborhood between Place de la Bastille and Marche d'Aligre. He and wife Marie-Ange live above Restaurant Le Melrose next to the hotel. Le Melrose is "among our preferred restaurants because its cooking is very good and you can eat well for 70 francs [about \$13]," Charier says. Le Melrose serves midday and evening meals Monday through Saturday.

Savvy travelers also offer insights. "Every first-time tourist, of course, heads for the Bateau Mouche rides on the Seine," says member Dave Levine, who suggests an alternative: hopping one of the small boats that ply the Canal St. Martin. "Originating at the Porte de la Arsenal near the

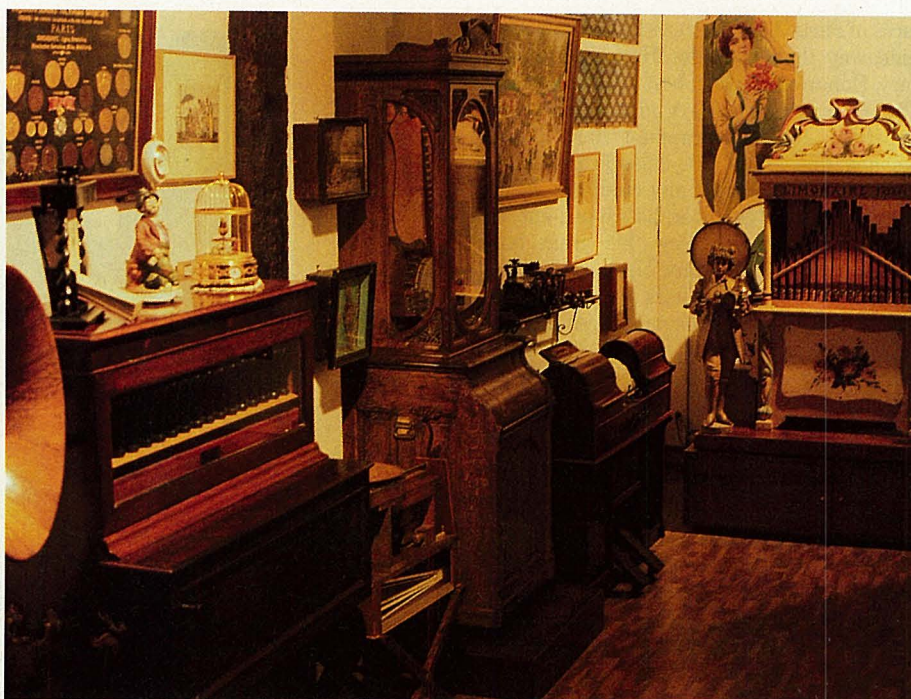
huge, bright studio. His brushes and palettes still stand on the work tables.

By contrast, the Musée National Auguste Rodin occupies a mansion as oversized and eloquent as the sculptor's marbles and bronzes. Varenne is a formal section of the city, a district of wealth and public ceremony; the formidable Auguste Rodin fit right in. Although the Hôtel Biron is maintained as Rodin kept it until his death

TRAVEL

in 1917, it reveals less of the artist's life than of his sculpting career. Every room overflows with a forest of marble and bronze bodies through which a flesh-and-blood public presses. The exquisite formal gardens make a better display area, for the tailored landscape stands up to the heroic proportions of Rodin's sculpture.

One of Paris' newest museums is devoted entirely to the pleasures of viewing outscale



A few singing toys led to this melodious accumulation: Musée de la Musique Mécanique

Place de la Bastille, a three-hour cruise brings you through quiet, residential sections of Paris and provides a little bit of understanding about how important France's national network of canals was to trade and commerce earlier in the century."

The ride begins by traveling through a mile-long tunnel under the city streets, the only light provided by the surface air vents spaced every 50 meters or so. The music of Edith Piaf and Jacques Brel (from the barge sound system) echoes eerily off the tunnel walls. Says Levine, "You emerge in a different Paris, the comparatively quiet residential neighborhoods of the 10th *arrondissement*. Lovers stroll the parklike embankments of this narrow canal, fishermen smile and wave, and children stop and gawk as your *bateau* pauses in one of several hydraulic locks that will raise you to the level of your ultimate destination,

the beginning of the Canal de l'Ourcq, which begins its westward journey into the countryside."

Moreover, one can simply do as the Parisians do. Hungry? Notice the locals flocking to the stand-up counters of *pâtisseries* for lunch. For example, Tout au Beurre at 29 rue Vieille-du-Temple in Le Marais packs in the briefcase crowd for steak with Roquefort sauce and *pommes frites* for about \$7. Fauchon, the renowned gourmet store at 26 Place de la Madeleine, has a below-street-level cafeteria with sandwiches at street vendor prices and pastries that justify a trip to Paris by themselves. Likewise, the café atop the Georges Pompidou Centre would seem a likely tourist trap; *au contraire*, its knock-out view of the Paris rooftops has made it an "in" place.

—PH & DL

sculpture in the open air. The Musée de Sculpture de Plein Air fills three acres along the Seine near the Botanical Garden with more than a dozen large sculptures from the second half of the 20th century. The museum is great for a picnic or a romantic late-night stroll. From the museum, the ancient spires of Notre-Dame and the old city poke up on the left, the skyscrapers of modern Paris on the right. The museum is poised precisely at the fulcrum between memory and tradition

on one side, energy and promise on the other.

Collectors' Delights

The City of Lights is graced throughout with outdoor sculpture, but no group captures the Parisian *joie de vivre* as well as the whimsical water sculptures outside the Centre Georges-Pompidou (between Les Halles and Le Marais districts). Surreal and animated, these colorful monstrosities are worth a two-block detour from the Métro en

route to the Musée de la Musique Mécanique.

This quirky establishment is either an inspiration or a caution to collectors everywhere. Proprietor Madame Triquet began by purchasing a few simple musical toys. Toys soon led to barrel organs, then to player pianos, mechanical orchestras, and so on. Now she gleefully demonstrates most of the collection—including a 1930s robot accordion and drummer jazz duo and a pair of birds that whistle *Le Marseillaise*—to enthralled crowds of children and adults. Her enthusiasm is infectious, and the instruments are melodious delights. When her husband probes her obsession, noting that she is neither mechanical nor musical, she merely shrugs and grins.

For mainstream collectors, the Musée de la Poste in the Montparnasse district describes mail service from 4500 B.C. to the present, emphasizing the history, design and printing of stamps. All 3,500 French stamps issued since 1849 are displayed. An exhibit showing how a commissioned artist's work is converted into a stamp is fascinating; the exhibit of mailboxes of the world is the most amusing. While in the neighborhood, ascend to the 56th floor lookout of the Montparnasse Tower for a glorious city overview.

Most Parisian preoccupations take second place to *l'amour*, and while the city has no museum of love, it turns out that the august perfumer Fragonard maintains a small but engrossing Musée de la Parfumerie just steps from the Paris Opéra. Bottles, vials, cases, labels and equipment chronicle 30 centuries of perfumery. Case after case show the raw materials of perfume and the entire building smells ... heavenly. This, finally, is Paris: art and science in the pursuit of love. ◀

Patricia Harris and David Lyon are free-lance writers based in Cambridge, Mass.



Stone is rendered soft in a study for 'The Kiss': Musée National Auguste Rodin

Ask the Writers

Join travel writers Patricia Harris and David Lyon as they host a conference on Paris in the Travel Forum (GO TRAVSIG), Monday, July 13, at 22:00 EDT (03:00 GMT).

Harris and Lyon, frequent visitors to France, will answer questions and offer tips and advice on enjoying Paris, and will talk about the museums featured in this article.



JIM HALL PHOTOGRAPHY

Newcomers can learn the ropes and glean purchasing advice: Kaluf with machine and proxy pilot

Radio Flyers

PERSONAL BUSINESS

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▼
Vicarious Aviation

▼
Model Uploads, p. 42

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Standard Pricing,
page 43

▶ Taking off on flights of remote-controlled fancy, RC modelers are Sunday drivers on a small scale.

It's a beautiful afternoon for flying. Not a cloud in the sky. You hear the steady hum of an airplane motor long before you spot it as a speck on the horizon. As it gets closer, you see it's doing acrobatic moves—inside loops, Immelmans and horizontal rolls. "Wow," you say to yourself, "that's some pilot!"

But wait a minute. Who's that man across the park holding a box in his hands as he and his eight-year-old companion look into the sky? You get closer to investigate, only to find that *he* is the pilot doing the fancy aerial maneuvers.

Welcome to the exciting world of radio control modeling, where virtually anyone—with a bit of training—can become a pilot. "Radio control modeling is magic, plain and simple," says Doug Pratt, founder and sysop of the Model Aviation Forum (GO MODELNET). "There's a lot of pride in taking a bundle of sticks and turning it into a flying machine."

RC modeling—be it airplanes, cars or boats—boasts dedicated pilots and drivers representing all ages and walks of life worldwide. While no figures are available for the number of RC modelers, the

Academy of Model Aeronautics—the oldest RC association—claims 175,000 members. Just about any weekend they can be found flying, driving or sailing their balsa, foam rubber and fiberglass creations, either competitively or—more often—just for fun.

While ModelNet has sections for model rocketry and non-flying scale models, the bulk of the forum is devoted to the various categories of RC modeling—ranging from free-flying gliders to radio control power planes, sailplanes and "stunt" planes, race cars, "monster" trucks, ships and boats. (For a list of favorite forum files, see "RC Modeling Uploads," p. 42.)

One of the hobby's chief appeals is that it allows people to do on a small scale what they're often unable to do on a large scale. "Could you afford a full-size Mustang, F-16 or a Wright Flier?" asks Norwegian forum member Per Jenssen. "With RC you can be the pilot of any kind of aircraft. The only limit is your imagination."

Lee Jolly, a part-time disc jockey in Houston, has had some "stick time" in single engine planes, but he prefers flying miniatures. "I've always felt that putting your body in the air required too serious an attitude owing to self-preservation," he explains. "I've flown RC for seven or eight years, and I get a kick out of doing maneuvers I wouldn't dream of trying full size. I've walked away

without injury the several times I've crashed due to 'pilot error'—a condition usually terminal in most full-scale crashes."

Some radio control planes and helicopters are built from scratch. Some are lovingly detailed replicas of P-51s or Piper J-3 Cubs from kits that take weeks to build. Others are pre-built ARFs—"almost ready for flight" models—you can have airborne within a couple of days. Just don't make the mistake of referring to RC models as "toys," unless you want to raise the ire of dedicated RCers.

"People who don't know much about the hobby may think that we fly 'toy' airplanes because we're not good enough to fly 'real' ones," says Pratt, author of eight books on radio control modeling. "I've run into lots of pilots who assume that because they can fly a Cessna 172 they can fly an RC model. They are usually proven wrong, and very rapidly, too."

Indeed, RC aircraft can be difficult to learn to fly for a beginner. When you add in all of the equipment needed—engines, parts, radio controls, tools—the hobby can require several hundred dollars just to get started. With that in mind, advice from the veteran modelers on the forum can save beginners from costly mistakes.

The forum's RC Helicopters section is a particularly lively place. "The 'choppers' are easily the most expensive portion of the RC hobby and the most difficult to learn to fly," says Tim Nash, the International Radio Control Helicopter Association's representative in ModelNet. "Plus, they require constant maintenance, and a beginner can easily become frustrated. This is where ModelNet helps tremendously."

A typical week in the ModelNet message sections found a note from a prospective Canadian RC helicopter pilot who sought advice on beginner's "choppers." A middle school teacher asked for information about building a solar-powered RC space shuttle model for a class project. A member in Paris asked for information about an RC helicopter computer simulator he read about in a ModelNet library, while an RC car racing enthusiast "talked" to a champion competitive racer.

Traditionally, novice RC pilots learn the ropes either from veterans on the flying field or by joining an RC club. But what if you don't live in an area where there are other RC pilots or don't know where to find them?

Last November, Dave Sinclair became reacquainted with a hobby he had put aside 15 years earlier. He and his nine-year-old son turned to ModelNet members for advice on kits, motors and radio systems. "But the

forum went beyond that," says Sinclair, a Detroit-area TV sports executive producer. "In the forum, I was introduced to Andy Low, who is from my area and has since become my flight instructor and friend."

Flying 'toy' airplanes is harder than it looks: Pratt



STEVE THOMAS

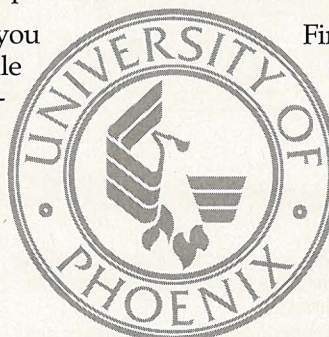
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RC vendors also are present in the forum. "Hardly a week goes by without a newcomer asking for suggestions about which plane to buy," notes Steve Kaluf, sales manager for Ace Radio Control, a manufacturer and distributor of model aviation products. "As a manufacturer, we jump at the chance to talk to a beginner. But no one ever tries to 'hard sell' anything, so the forum provides an honest exchange of information."

Albert Tejera, president of Tejera Microsystems Engineering Inc., used the forum to help develop a new product for the radio control market by posting a message asking for ideas. "What resulted was an online brainstorming session that helped to form the basis of our latest product." The Auto-Trickle Adapter, a plug-in device to fit battery rechargers that keeps batteries charged, has subsequently been used in other rechargeable products, including cordless

PERSONAL BUSINESS

power tools and cellular phones.

Also online are representatives from the AMA and the Sport Flyers Association—the two major RC modeling associations. Among the benefits they offer is liability insurance—essential given the possibility that an out-of-control RC aircraft could cause property damage or even bodily harm.

Says Sysop Pratt of RC modeling's continuing appeal, "There's something about flipping that propeller on an RC aircraft, hitting the button on the launch system of a model rocket or even just winding up the rubber band on a free-flight model and getting ready to let it go. The thrill is there and it just never stops."

Dan Kening is a free-lance writer based in Chicago.

RC Modeling Uploads

The Model Aviation Forum (GO MODELNET) libraries offer files of interest for both the rank amateur and the experienced radio control operator. Here's a sampling:

Skylark RC Helicopter Computer Simulator—Information on a simulator to help train RC helicopter pilots. Library 1, "General," SKYLAR.TXT.

Testing New Systems—Revised version of an article from *RC Modeler* magazine describing the step-by-step process for checking radio control systems for proper operation and to prevent accidents. Library 2, "RC Flying," RDOTST.TXT.

IRCHA Membership Application—Join the International Radio Control Helicopter Association. Membership benefits explained. Library 2, IRCHAM.APP.

RC Frequencies—Official list from the Academy of Model Aeronautics membership manual of all RC frequencies. Library 2, RCFREQ.AMA.

Manufacturers and Suppliers Guide—Comprehensive list of RC manufacturers. Library 2, MFGLST.DOC.

RC Helicopter Clubs—List of 42 IRCHA-registered clubs. Library 3, "AMA Club Index," HELI.CLB.

Hobby Store Indexes—Separate lists for each state. Library 4, HSTORE.

Indoor Flying Sites—List of indoor free-flight sites in the United States. Library 5, "Free Flight Flying," INDOOR.FF.

Sport Flyers Association—Article about the SFA. Library 6, "Newsletter Library," SFA.TXT.

ROAR-sanctioned Race Schedule—Update to the Radio Operated Auto Racing calendar of sanctioned races. Includes location and race directors. Library 7, "RC Cars and Boats," ROARDA.TXT.

RC Car Tracks—A directory. Library 7, TRACKS.LST.

Beginners Driving Tips—How to handle your first race. Also included are the 10 rules of turn marshaling. Library 7, DRIVE.TXT.

Motor Care—Article on the care of the electric racing motor. Answers many of the most common questions about electric motors and their maintenance. Library 7, MOTORS.TXT.

RC Helicopter Events—From the IRCHA, a list of 17 radio control helicopter events. Library 13, "Contents/Events," HELI.EVT.

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What's Standard Pricing Anyway?

► Some answers to common queries about CompuServe's new flat rate.

A lot of questions have come to CompuServe members' minds since the introduction of the Standard Pricing Plan in March. Here are the answers to the most common ones.

Q: What is the Standard Pricing Plan?

A: CompuServe's Standard Pricing Plan offers unlimited connect-time access to a variety of services for the low monthly rate of \$7.95. (For a complete listing of those services, see box below or GO BASIC.) When you use CompuServe's network in the United States and Canada, and evenings and weekends in London, these services are free. Supplemental network charges still apply for other networks. All other services, denoted by a + on online menu, are charged at pay-as-you-go prices. Also, your monthly membership applies toward satisfying any monthly minimum (i.e., Executive Option or billing), which makes this pricing plan an excellent value.

Q: Is there a charge for changing pricing plans?

A: There is no fee to change from one pricing plan to the other. Keep in mind, though, that you will be charged \$7.95 for any billing month in which you were on the Standard Pricing Plan at any time. Thus, it may be more cost effective to change pricing plans at the beginning of a new billing month (just after the last Saturday). GO CHOICES to change pricing plans.

Q: When will I be billed for the \$7.95?

A: CompuServe's billing period runs Sunday through Saturday. The billing month ends on the last Saturday of each month, so your \$7.95 charge will be applied to your CompuServe account at that time.

Q: Which forums are included in the Standard Pricing Plan?

A: Currently the Practice Forum (GO PRACTICE), the Navigator Support Forum (GO NAVSUP), the DOS CIM Support Forum (GO CIMSUP) and the Mac CIM Support Forum (GO MCIMSUP) are included.

Q: What if I have the Executive Option?

A: The Executive Option, which gives you access to additional premium extended services, carries a \$10 monthly

minimum usage charge. The \$7.95 charge for the Standard Pricing Plan applies toward satisfying this minimum. If you are on the pay-as-you-go Alternative Pricing Plan, the \$2 membership support fee applies toward satisfying this minimum. GO EXECUTIVE for more information on the Executive Option.

Q: How does pricing for CompuServe Mail work when I am a member of the Standard Pricing Plan?

A: Reading messages and downloading in CompuServe Mail is free, except for messages read or downloaded from Internet. Your CompuServe membership of \$7.95 per month includes an electronic mail allowance of \$9. With this allowance, you can send up to the equivalent of about 60 three-page messages per month with no additional charge.

Messages are priced at 15 cents per message for the first 7,500 characters and 5 cents for each additional 2,500. Messages less than 7,500 characters cost 15 cents. The cost of each message is subtracted from your message allowance. Surcharged destinations such as fax, postal, MCI Mail, telex and CongressGrams are not included in the message allowance. The \$9 allowance expires at the end of each month.

For a complete list of CompuServe Mail fees, including fax, telex and hard copy postal deliveries, GO MAILRATES. To check the remaining amount of your Mail allowance, select "Account Balance" from the Charges menu (GO CHARGES).

Q: Can I use basic services at any

baud rate?

A: Yes, as a member on the new Standard Pricing Plan, you can access the basic services at any baud rate—300 baud to 9600 baud. Access to extended services, as well as all usage (except free areas) for members on the Alternative Pricing Plan, will be billed at an hourly rate based on the speed at which you access. GO RATES for information on hourly connect rates.

Q: Can I use CIM with either plan?

A: Yes, both the Macintosh and DOS version of the CompuServe Information Manager software will work with either pricing plan. If you already have CIM and need to update your current version for the Standard Pricing Plan, GO CHOICES and select "Adapting CIM for Standard Plan" from the menu and follow the instructions.

Q: What if I convert from one plan to the other in the middle of a billing month?

A: If you are converting to the Standard Pricing Plan, your new flat-rate billing goes into effect immediately in your current session, and you will be billed \$7.95 on the last Saturday of the month for the current month.

If you are converting to the Alternative Pricing Plan, you will remain on the Standard Plan through the end of the current billing month. Pay-as-you-go rates will become effective on the first day of the new billing month.

Q: What if I change my mind after converting?

A: If you change your mind about the pricing plan you have chosen, you can convert back at any time (GO CHOICES). Remember, if you are on the Standard Pricing Plan, conversion to the Alternative Pricing Plan is delayed until the new billing month begins.

Q: How do I convert from one plan to another?

A: To convert to a new pricing plan or receive more information about CompuServe's pricing plans, GO CHOICES.

Q: I want to remain on my current pricing plan. Do I have to do anything?

A: No, you need to GO CHOICES only if you want to make a change. You will remain on your current plan until you make a change in the Choices area.

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Information Manager software
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Ask Customer Service

Following are summaries of hardware and software reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO commands listed at the end of each summary. Use Section 5 of the *OLT* Forum message board for discussion and questions of the reviews and related products.

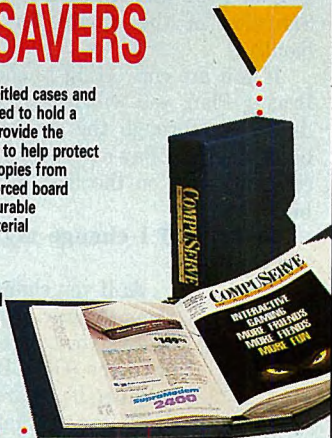
Hardware

Quick and Easy Labels

The Avery Personal Label Printer and MacLabel Pro 1.5 software (Avery Dennison) combine to make label printing quick and easy. The small label printer uses a thermal, dot matrix process and has a resolution of 138 dots per inch. The software, which runs on Macintosh computers, can be used as a desk accessory and includes a clip-art library and a variety of fonts. Reviewer Anthony Watkins says the printer is easy to install and use, but it requires either a modem or printer port on your computer. The software, which also can be used with standard laser printers, is excellent, he says. *GO OLT-2020*

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Software



Database Management for Users

Alpha Four 2.0 (Alpha Software Corp.) is a user-oriented database management system for IBM computers. Designed for end users instead of programmers, Alpha Four features simplified database definition and entry screens that can be used to create a complete application without programming. Alpha Four is a fully relational database manager, and can use a wide variety of industry-standard file formats. Reviewer Harry Green says Alpha Four lacks some of the sophisticated features of complicated database managers, but it has enough power for almost all business requirements and is easy to use. *GO OLT-3010*

Managing Windows

NewWave 4.0 (Hewlett-Packard), a desktop manager for Microsoft Windows, has icons for file drawers, file folders and documents inside folders. It can automatically launch the appropriate application when the user selects a document to work with. It also features macro commands called agents, which can send mouse and keyboard commands to both Windows and DOS applications. Reviewer Hardin Brothers says NewWave's focus on data instead of applications, and its powerful agents, make it valuable for both network and individual users.

For more information, visit the Hewlett-Packard Systems Forum (GO HPSYS). To read the review, *GO OLT-3015*.

Mid-priced Presentation Graphics

Express Presenter 1.0 (Power Up Software Corp.), a mid-priced presentation graphics program for IBM computers, features a wide range of pre-designed charts and graphs, a large clip-art library and many special effects. Reviewer William J. Lynott says the program is fast for users satisfied with the predesigned charts, but adding special effects can be cumbersome. He criticizes the program for its relatively weak slide presentation options, but otherwise rates it as a good choice for those who occasionally need to create presentations. *GO OLT-3020*

A Superior Spreadsheet

Quattro Pro 4.0 (Borland International), a full-featured spreadsheet program for IBM computers, will run on any computer from a PC-XT to a '486 and features complete mouse support, several graph types, and both text-mode and graphics-mode operation. Reviewer Harry Green applauds the program's graphing capabilities, print manager and zoom features. He says Quattro Pro is better than any DOS-based spreadsheet he has tried, almost matching top Windows spreadsheets such as Microsoft's Excel. However, it doesn't require an expensive, sophisticated computer.

For more information, visit the Borland Applications Forum (GO BORAPP). To read the review, *GO OLT-3035*.

Shareware Text Editor

pEDIT Plus (T.G. Muench) is a shareware text editor designed for programmers and for those who need to create short documents on IBM computers. It features mouse support, a "button bar" for quick editing commands, full macro support and the ability to edit up to 16 files simultaneously. Reviewer Franklyn Jones criticizes pEDIT Plus for the lack of a print function, but says it is a no-frills editor that is easy to learn and will serve many users well.

For more information or to download the program, visit the IBM Applications Forum (GO IBMAPP). To read the review, *GO OLT-3050*.



Managing Macintosh Disks

On Cue II version 2.0 (Icom Simulations Inc.), a package of integrated hard disk management tools for Macintosh computers using either System 6 or System 7 operating software, can find and launch single or multiple data files and their applications at the click of a mouse. It includes a collection of unique file management tools. Reviewer Anthony Watkins says the low cost of the package makes it an irresistible value even for users who don't want all of the utilities. And, he says, it gives System 6 users almost all of the single-user capabilities of System 7. *GO OLT-3025*

Your Computer Under a Microscope

Micro-Scope (Micro 2000 Inc.), a diagnostic package for all IBM-compatible computers, includes several unique features that will assist those who must install hard disks, network cards and extra memory. Reviewer Hardin Brothers says the program is easy to use and the information is valuable. He faults the program for not testing some parts of the computer, but says it will be invaluable for many users, especially those who must maintain several computers in one office. *GO OLT-3065*

File Utilities for Windows

BeckerTools 3.0 (Abacus) is a collection of disk management tools that run under Microsoft Windows. The program includes archiving, file editing, optimization and repair utilities, each of which can be run from the BeckerTools shell or from its own Windows icon. Reviewer Franklyn Jones says the utilities seem to work quickly and well. He says the BeckerTools shell is filled with icons, but they are easy to keep straight—each displays its name and function when the mouse slides over it. He concludes that this large collection of utilities is an excel-

lent value for Windows users.

For more information, visit the Windows Third Party Applications A Forum (GO WINAPA). To read the review, *GO OLT-3075*.

A New WordStar

WordStar 7.0 (WordStar International Inc.) is a new version of one of the earliest word processor programs for IBM computers. This version features a Windows-like user interface, mouse support, and a new pull-down menu system. Reviewer William J. Lynott says this version has one of the best preview modes available in DOS-based word processors and a powerful macro feature. He says this version is meant to appeal most to corporations and may be too complex for beginning individual users.

For more information, visit the WordStar Forum (GO WORDSTAR). To read the review, *GO OLT-3085*.

Traditional, Simplified Database

PC-File 6.5 (ButtonWare Inc.), a simple database manager for IBM computers, features easy database and report definitions, macro commands, an auto-dialer and mail-

ing labels. It also has an optional graphical user interface. Reviewer Hardin Brothers applauds the program's many features, but says he is disappointed in some of its shortcomings. He concludes that it isn't the most powerful product in its category, but says it has enough power to fulfill many individual and business needs.

For more information, visit the PC Vendor A Forum (GO PCVENA). To read the review, *GO OLT-3090*.

Magic Image Conversions

Alchemy 1.5 (Handmade Software Inc.), a graphics file conversion program for IBM computers, can translate images among 34 file formats, perform JPEG compression and perform other image manipulations. Reviewer Franklyn Jones says the program works well and quickly, but it is hampered by an archaic, command-line interface that requires the user to frequently check the reference manual. However, he rates the manual as good and says the program fulfills a growing need as computer image processing becomes more popular. *GO OLT-3095*

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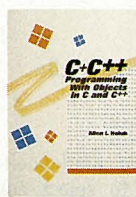
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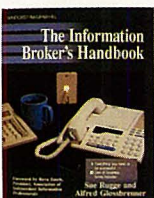
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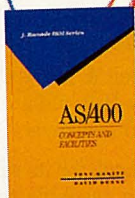
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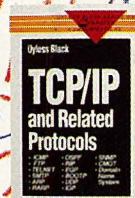
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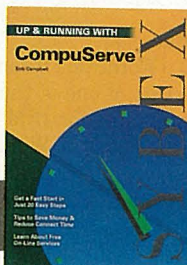
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Book Reviews

Following are summaries of book reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO commands listed at the end of each summary.



Up & Running with CompuServe

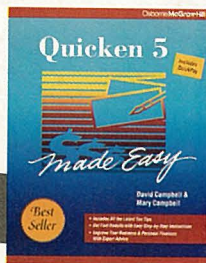
By Bob Campbell
Sybex, 1991
145 pages, \$10.95 (softcover)

Calling this one of the best computer-oriented book buys available, reviewer James Moran says this text offers a quick, inexpensive way to learn about CompuServe. It is packed with tips on how to save money, navigate the system and use automated software. **GO OLT-5010**

The Little Mac Book (Second Edition)

By Robin Williams & Kay Nelson
Peachpit Press, 1992
184 pages, \$14.95 (softcover)

Aimed squarely at novice Macintosh users, this book guides readers through the process of becoming more familiar with their computers, whether they are using System 6 or 7. Reviewer Anthony Watkins says you won't find a better introduction to Mac computing. **GO OLT-5020**



Quicken 5 Made Easy

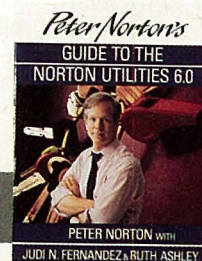
By David Campbell & Mary Campbell
Osborne McGraw-Hill, 1991
502 pages, \$19.95 (softcover)

Praising this book for its careful organization and highly readable text, reviewer William J. Lynott says it will show beginning- to intermediate-level users how to access Quicken's latent power and gain the maximum benefit of the program's features. **GO OLT-5060**

Macworld Complete Mac Handbook

By Jim Heid
IDG Books, 1991
548 pages, \$26.95 (softcover)

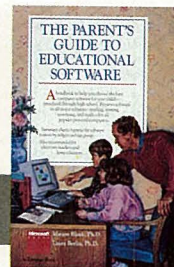
Geared toward both new and veteran Mac users, this book by the *Macworld* magazine "Getting Started" columnist offers brief overviews on scores of topics that acquaint readers with the capabilities of the Macintosh. Reviewer John Edwards calls it the Mac book "for the rest of us." **GO OLT-5040**



Peter Norton's Guide to the Norton Utilities 6.0

By Peter Norton, with Judi N. Fernandez and Ruth Ashley
Bantam Books, 1991
472 pages, \$24.95 (softcover)

This fact-filled guide to the Norton Utilities 6.0 is a comprehensive reference that takes over where the documentation leaves off. Reviewer Paul A. Gilster says no matter how you put the power of these utilities to work for you, this book will provide answers you need. **GO OLT-5050**



The Parent's Guide to Educational Software

By Marion Blank and Laura Berlin
Microsoft Press, 1991
405 pages, \$14.95 (softcover)

Calling this a reliable guidebook for parents who are trying to select educational software for their kids, reviewer Paul A. Gilster says it contains reviews of dozens of programs, including tips on how each is structured and the appropriate age and skill level required. **GO OLT-5030**

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Online Inquiry is *CompuServe Magazine's* electronic version of the traditional reader inquiry card. To request additional information about products or services described in *CompuServe Magazine*, simply access CompuServe and type GO OLI at any prompt.

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GO OLI-70 to get information about *CompuServe Magazine's* mini-ad program.

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UPDATE



Follow the 1992 Summer Games

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The Worldwide Car Network is offering free WCN memberships to car club secretaries, to expand the expertise and club news already offered on the Network's forum by such groups as Volkswagen Club of America and MGB Club of America. The WCN Forum is an international gathering place for collectible and exotic car enthusiasts, offering troubleshooting advice and timely news, market information and classified ads. For more information, GO WCN.

CompuServe has lowered the network surcharge for the Infonet network from \$20.20 per hour to \$11 per hour in the following 13 European cities: Barcelona, Berne, Brussels, Copenhagen, Dublin, Geneva, Helsinki, Lisbon, Luxembourg, Madrid, Milan, Oslo and Stockholm. Members in Switzerland may find it less expensive to access through the Telepac network or through the CompuServe direct network in Zurich. For additional information on network surcharges, GO RATES.

The Compaq Computer Corp. support forum has opened for users who wish to communicate directly with Compaq's technical support staff or with other users. Topic areas include laptops, notebooks, portables, desktops, towers, networking and software. Libraries contain downloadable diagnostic and setup tools, drivers, utilities, product information and more. GO COMPAQ

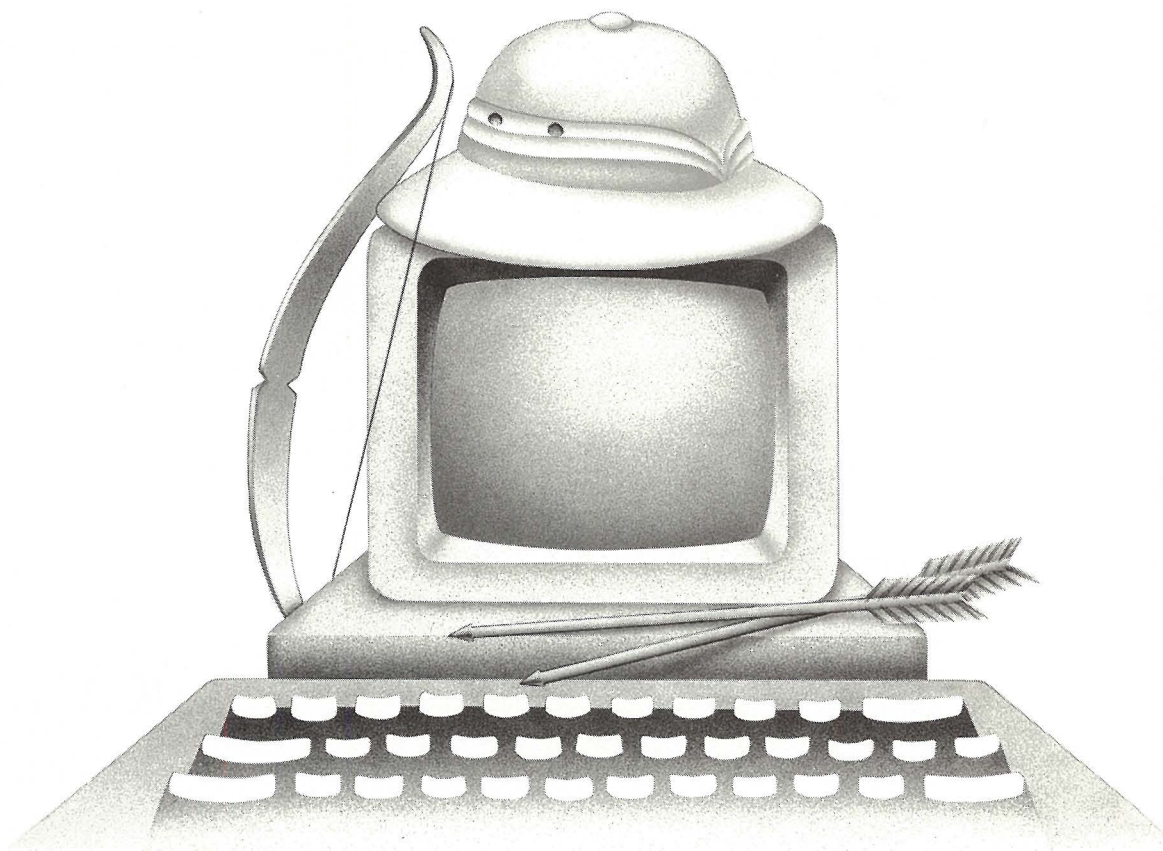
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Corel Corp. has opened a support forum on CompuServe. Corel will support the newest version of CorelDRAW 3.0, which combines a powerful vector-based illustration package with business charting, image editing, painting and presentation features in Windows and OS/2 packages. The forum features product news and demo versions of Corel's graphics and SCSI products. GO COREL

The new Pen Technology Forum covers emerging pen-based technologies, with discussion of hardware and software, communications systems such as satellite and cellular links, and news and trade show reports. Technical support and product information from pen-based firms CIC, GO Corp., GRiD Systems, Slate Corp. and others is available. GO PENFORUM

Your most valuable gardening tool could be your computer. CompuServe's Gardening Forum is managed by the National Gardening Association, providing a wealth of information on landscaping, vegetable, flower and fruit growing, and more. Libraries contain NGA magazine articles, as well as information contributed by forum members on topics ranging from compost to strawberries. GO GARDEN

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